

CUSTOMER JOURNEY MAP

Date	12 September 2022
Team ID	PNT2022TMID13988
Project name	Retail store stock inventory management
Maximum marks	4 Marks

INVENTORY MANAGEMENT													
<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>								
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Ordering new stock</div> <div>The customer finds the problem when new program app is to be placed</div>	<div>Starts looking for some solution</div> <div>He starts to look for solution on the app like what is the problem</div>	<div>Browse</div> <div>Browse deeply through the matching solutions</div>	<div>View detail on existing solution in program</div> <div>Starts considering the person already using the solution and what is their experience</div>	<div>Start purchase of the solution?</div> <div>After thorough knowledge is gained a purchase order is placed</div>	<div>confirm the purchase</div> <div>after the purchase is done the solution details is shared with the customer</div>	<div>The solution is explained by the provider</div> <div>The solution is checked by the customer and the vendor is explained to them</div>	<div>Get the software solution delivered to the customer</div> <div>The required payment is entered using the person's debit and credit card and the payment is received</div>	<div>The customer orders the goods required using the solution software</div> <div>Experience the solution change implemented</div>	<div>Prompt for review</div> <div>A email sent a message is sent asking for their experience to be shared</div>	<div>Writing and submitting review</div> <div>The customer gives a review and feedback form along with rating</div>	<div>The user solution and period of use appears on the app</div> <div>The user solution appears on the list and will control most of the experience</div>	<div>Personalized recommendations</div> <div>Personalized recommendations for items related to the past 4 ways think it looks</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>People: Who do they see or talk to?</div><div>Places: Where are they?</div><div>Things: What digital touchpoints or physical objects would they use?</div></div>	<div>Booking through the app or website depending on the device</div>	<div>Shows all the available solutions depending on the step of inventory</div>	<div>A demo video they can watch to experience how it works</div>	<div>The solution is a complete with the person's inventory space</div>	<div>A easy interface very friendly to the user</div>	<div>Easy payment gateway</div>	<div>A completely friendly financial solution to the goods</div>	<div>Direct interaction with the customer gives a pleasant knowledge sharing source</div>	<div>Interaction with the goods delivered to the user the details to reach the solution</div>	<div>Most common things people interact with are goods, customers</div>	<div>Booking on the solution they have taken</div>	<div>Direct interaction with the customer</div>	<div>A user interface very friendly to the user</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me avoid the most dangerous goal</div>	<div>Only to store the most dangerous goal</div>	<div>Help me understand what this is all about</div>	<div>Help me get through the process without too much trouble</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>	<div>Help me make sure that the solution is the best one for me</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Is the booking of the solution which makes the process very easy</div>	<div>A demo video they can watch to experience how it works</div>	<div>The confidence that the solution is really effective</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>	<div>People sometimes are asked to change to new solutions (thinking it will give the person peace of mind)</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>	<div>Could we plan a new solution or a new one for our understanding</div>