Customer journey map-Inventory Management System For Retailers Team ID:PNT2022TMID29793

	SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?		User visit the application	User can check the inventory details	Product location	Using barcode tracking the product	To avoid running out of stock
Interactions What interactions do they have at each step along the way? **People:** Who do they see or talk to? **Places:** Where are they? **Things:** What digital touchpoints or physical objects would they use?		Login the application	Visit the stock level	Quantities of each product	To assign a number to each product they sell	How much stock is to have on hand
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")		Help to Industrial admin	Stock information	Accurate stock counts	Scan both the product and the location code	Send an email alert if there is no stock
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?		Easy to register	Avoid overstock	Inventory count to ensure its accurate.	Improved accuracy of inventory counts	Retailers can react quickly by reordering
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?		Network issue	Sometime send wrong location	In the man made wrong stock count	Security issues	To avoid disappointing customers
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?		User enter Details easily	Using multiple industry	User Check inventory	Record the location data	Web application using easy