

PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY MAP

DATE	16 TH OCTOBER
TEAM ID	PNT2022TMID43323
PROJECT NAME	INVENTORY MANAGEMENT SYSTEM FOR RETAILORS
MAXIMUM MARKS	4 MARK

1.PHASES	LOGIN/REGISTER		SALES COMPANIES REGISTERING			PRODUCTS DESCRIPTION AND PRICES			PRODUCT PURCHASING			PRODUCT SALES/ CUSTOMER QUERYING		
2. STEPS	Customers have to register/login to our website	Fill in the personal details	Companies need to register their details	Fill in their branch details	Give Admin access to them	Give product description	Price of Product	Number of products in stock	Enter purchase details	Enter address details	Detailed Bill	Delivery dates	Customer Querying Chatbots	Reviews from Customers
3.INTERACTIONS	Login Section of the Website	Details Section of the Website	Company Login Section	Company details section of the website	Admin access section of the website	Product Description section	Coupon Section	Number of product section	Purchase details section	Address details section	Bill section	Date displaying section	Chatbot section	Review section
4.POSITIVE MOMENTS	Keeping the user logged in		Keeping the company logged in	Switch between different branches	Acts as Customers	Detailed description along with images	Discounts of Products	Stock details along with location	Count of products along with address	Already saved address	Bill details with tax details	Final detail along with address	Chatbot with interactions	Star ratings
5.NEGATIVE MOMENTS	Risk of forgetting password			Misuse of Company details			Duplicate products			Incorrect pincodes			Fake reviews	
KEY POINTS														
1.GOALS AND MOTIVATIONS	Help me(user) to login or register into the website		Help me(Product sales company) to login or register			Help me to choose the desired product from the pile of			Help me to place my order along with the correct address			Help me to raise any queries		
2.AREA OF OPPORTUNITIES	If we forget password can be reset it?		If we order some products can we have a comparison with other hubs			Product return policies			If we can change address after ordering too?			Can we book spam for the fake reviews?		