

PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY MAP

PNT2022TMID00678 - AI BASED DISCOURSE FOR BANKING INDUSTRY

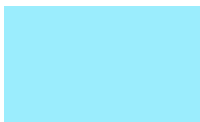
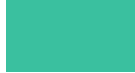
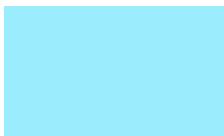
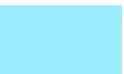
Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with





Template

Share template feedback

Need some inspiration?

Open example

Product School

 <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>charges a user to utilize a chatbot.</div> <div>money yet provide good accuracy.</div>	<div>chances to be confusing.</div> <div>submit the website correctly.</div>	<div>the consumer will be angry.</div> <div>will be tedious for the user to seek a solution.</div> <div>to look for reliable information.</div> <div>recruit, which aggravates customers.</div>	<div>customers get dissatisfied The chatbot's dialogue with the user wasn't appropriate.</div>	<div>Chatbots frequently fail to comprehend natural language, which makes users angry all the time.</div>
 <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>	<div>Considering better security</div> <div>24/7 Availability</div> <div>Easy accessibility to every customers</div>	<div>Easy to access FAQ</div> <div>Suggesting relevant solution to query</div> <div>Customization in user interface</div>	<div>Relevant information and increased conversation</div> <div>Seamless Communications</div> <div>Well-trained with FAQs</div>	<div>Option to speak to a human agent</div> <div>Quicker help across the platform</div> <div>Conversation Preview</div>	<div>End to end encrypted conversation</div> <div>Easy accessibility to every customers</div> <div>Ability to Learn from previous conversation</div>



-
-
-

