## Customer Journey

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	They seeks a way to develop an application	They trust us as we prvide more security  They Since no support to develop the software they trust us	Customer made the software into  At last they comportable with the project  They try to work the software  They frequently use this software to communicate	They share the details of developer to needs in need  They Share their happiness with others  They share their happiness with others
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	They want to communicate with others others normally  They suffer a lot to communicate with others	Simlple in Design  Needs a software that is user friendly  Easy to maintain	They needed a training for using it  They need difficulties  They need internet access  They need a mobile or laptop	They need the developer about the project information  They need to share certain platform
<b>Touchpoint</b> What part of the service do they interact with?	Socialmedia	User Interface Mobile Laptop	Web brower Camera Microphone	network Camera Mobile or access Laptop
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use</i> the <b>emoji app</b> to express more emotions	<b>♡</b>	<b>○</b>		
Backstage	In annual free free const			
<b>Opportunities</b> What could we improve or introduce?	Increase by improving the metrics of quality in already existing communication	Increase a leading metric by improving easy understandability and find new methos	Decrease the faults in the user interface which can improve the functionality	Increasing the number of awareness programs conducted by the officials,promote it through
Process ownership Who is in the lead on this?	Customer	Developers	Customer	Customer