Customer Journey

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing 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 support to develop the software · Since no faulures occured they trust us	Customer made the software into · They try to work the software At last they comportable with the project · 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 want to use it without any difficulties They need internet access · They need a mobile or laptop	They need more knowledge about the project · They need the developer information They need to share certain platform
Touchpoint What part of the service do they interact with?	Socialmedia	User Interface · Mobile · Laptop	Web brower · Camera · Microphone	network access · Camera · Mobile or Laptop
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	😊	😇	🥳	😍
Backstage				
Opportunities What could we improve or introduce?	Increase by improving the metrics of quality in already existing communication systems using artificial intelligence	Increase a leading metric by improving easy understandability and find new methos for promotion among the user	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 various mass media
Process ownership Who is in the lead on this?	Customer	Developers	Customer	Customer