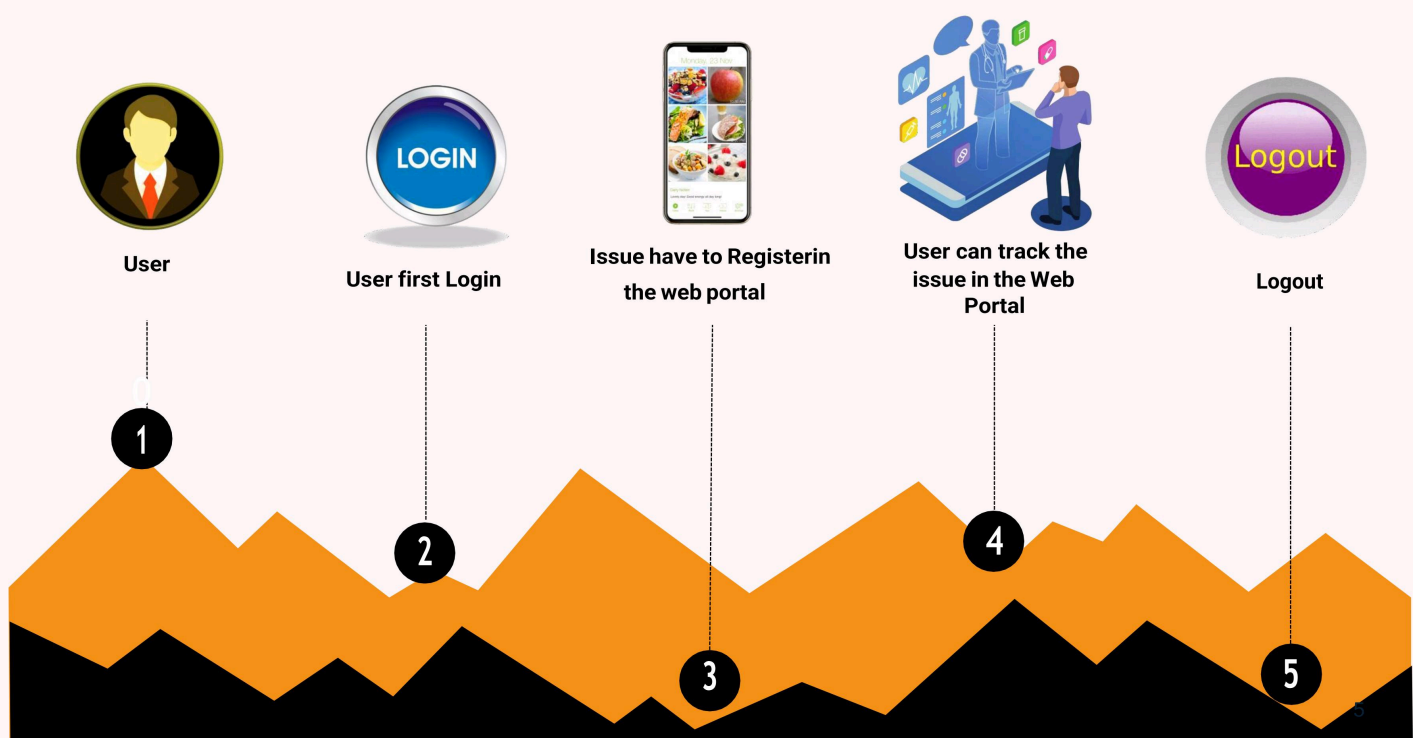


## PROJECT DESIGN PHASE –II

### CUSTOMER JOURNEY MAP

DATE	23 October 2022
TEAM ID	PNT2022TMID33759
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

STAGE	AWARENESS	CONSIDERATION	DECISION	SERVICE	LOYALTY
CUSTOMER ACTIVITIES	see social media campaign Hear about from friends	Conduct reach, compare features and pricing	Make a purchase	Contact customer service, Documentation, read product and service	Share the experience
TOUCHPOINTS	Social media, Traditional media , word of mouth	Social media, Websites	Website, Mobile app	Chatbot, Email notification	Social media,word of mouth Review sites
CUSTOMER EXPERIENCE	Interested, Hesitant	Curious, Excited	Excited	Frustrated	Satisfied, Excited
KPIS	customer feedback	New website visitors	Conversional rate	Waiting time, customer service score	Customer satisfaction score
RESPONSIBLE	Communications	Communications	Customer service	Customer service	Customer service, Customer success



Customer Journey Map



## Customer 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.

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### 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.

	 <b>Entice</b> How does someone initially become aware of this process?	 <b>Enter</b> What do people experience as they begin the process?	 <b>Engage</b> In the core moments in the process, what happens?	 <b>Exit</b> What do people typically experience as the process finishes?	 <b>Extend</b> What happens after the experience is over?
 <b>Steps</b> What does the person (or group) typically experience?	<div>Search for Support</div> <div>Review for Knowledge Base for Support</div> <div>The marketing team contacted me</div> <div>Got contacted by a Support Product</div>	<div>Reading on-line</div> <div>Reading on-line</div> <div>Browsing a Customer Product</div> <div>Browsing a Customer Product</div>	<div>Reading for the Customer</div> <div>Reading for the Customer</div> <div>Reading for the Customer</div> <div>Reading for the Customer</div>	<div>Checking the Status</div> <div>Checking the Status</div> <div>Checking the Status</div> <div>Checking the Status</div>	<div>Feedback</div> <div>Feedback</div> <div>Feedback</div> <div>Feedback</div>
 <b>Interactions</b> What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Places:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	<div>Customer</div> <div>Customer</div> <div>Customer</div> <div>Customer</div>	<div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div> <div>Customer and Support</div>
 <b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me," or "Help me avoid...")	<div>Problem to be solved</div> <div>Get Support</div>	<div>Problem to be solved</div> <div>Get Support</div>	<div>Problem to be solved</div> <div>Get Support</div>	<div>Problem to be solved</div> <div>Get Support</div>	<div>Problem to be solved</div> <div>Get Support</div>
 <b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>
 <b>Negative moments</b> What steps does a typical person find frustrating, confusing, unhelpful, costly, or time-consuming?	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>
 <b>Areas of opportunity</b> How might we make each step better? What does do we have? What have others suggested?	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>	<div>Customer and Support</div> <div>Customer and Support</div>