






TEAM ID: PNT2022TMID48377

PHASE						
<div>What are the high-level phases across the customer journey?</div> <div></div>		DISCOVERY		REGISTRATION		LOGIN
				FIRST USE		SHARING
ACTIONS						
<div>What are the actions taken by the customer?</div> <div></div>		Sellers who would like to enhance their salse find about the software		Inorder to use this dashboard, the customer creates their own account		User logs in with their newly created account
						The user makes use of the analysis provided to discover ways to improve sales figures
						The user generates a report about their sales figures for future reference
NEEDS AND PAINS						
<div>What does the customer want to achieve or avoid?</div>		Enough people must get to know about the existence of the software		The registration process must be quick and easy		The login should be clear about what is happening i.e., logged in or invalid user, etc.,
						The UI must be user friendly
						The user must be able to generate their report in a hassle free and understandable format
TOUCHPOINTS						
<div>What channels does the customer use to reach you?</div> <div></div>		Access software		Registration Form		Login Window
						Tools available on the dashboard
						Generate report button
CUSTOMER FEELINGS						
<div>What attitude or emotion does the journey evoke?</div> <div></div>		<div>❑ Thrilled</div>		<div>❑ Learning how to use</div>		<div>❑ Excited</div>
						<div>❑ Delighted</div>
						<div>❑ Happy</div>
OPPURTUNITIES						
<div>What are the steps taken internally to support the customer behavior?</div> <div></div>		People get to know about the software		New users arrive		Users start using the software
						Users discover new ways to enhance sales
						Users fulfill their needs