

## Customer experience journey map

Created in partnership with

Product School

Share template feedba



## 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.

DATE: 29 OCTOBER 2022

TEAM ID: PNT2022TMID54420

## PROJECT NAME: PERSONAL ASSISTANCE FOR SENIOR CITIZEN WHO ARE SELF-RELIANT

https://app.mural.co/t/personalassitance8761/m/personalassitance8761/1668593804914/61b32d15d5d3e2d74321baead8a1b5505d3c3125?sender=u3e81f0894fb99789f3920056 REFERENCE LINK :

https://app.mural.co/t/personalassitance8761/m/personalassitance8761/1668593804914/61b32d15d5d3e2d74321baead8a1b5505d3c3125?sender=u3e81f0894fb99789f3920056













