

This is the journey of a **Game-Changer**

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

#### What are their key goals and needs?

They want to provide products without any difficulties

They want to keep their customer data at various devices

They want better status service

#### What do they struggle with most?

Registration error

Understanding the application





Save their details

#### What tasks do they have?

First sign-in our applications

There can't sharing our products and share how that products

Our applications only for customer login and share our applications with the right and all products customer

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?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	They want to be a people	It is interest based Highly accessible Any products availability	By using the app as default By good first check By supporting us by doing It is user-friendly to increase the development	For improving our field They get service error Link requires
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Needs high database Needs high security	Registration error Profile management Privacy management	By solving their problems By providing good version By managing security level By increasing the protocols	For more data base For more customers Difficult to sharing the app
<b>Touchpoint</b> What part of the service do they interact with?	Communicated services by chat box	By advertising it By sharing the applications By experts consultation	Simple application User friendly Usual while compare to other buying product Usual for online users	Usual for sharing Helping needed Increasing users level
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <a href="#">emoji app</a> to express more emotions</i>				
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
<b>Process ownership</b> Who is in the lead on this?				

#### What are they able to do now?

Send friends will be increased

Connect with others

Motivating others for using the app

#### What can they finally avoid doing?

It does not deliver the product by give wrong address

Don't send the OTP to third person

Don't use like a mail account for purchasing product

#### What changed in my environment?

It has looking good about myself

It is used to explore about the world of products

It is used to purchase the products easily and quickly