

PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY MAP

DATE	11 OCTOBER 2022
TEAM ID	PNT2022TMID50251
PROJECT NAME	INVENTORY MANAGEMENT SYSTEM FOR RETAILORS
MAXIMUM MARKS	

CUSTOMER /USER JOURNEY MAP:

User journey

by the Design Team of Accenture Interactive NL

People

2–9

Time

30 min

Difficulty

Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

<div><div>1</div><div>Phases</div><div>High-level steps your user needs to accomplish from start to finish</div></div>	<div>LOGIN/REGISTER</div>	<div>HUB REGISTERING / PROVIDING ACCESS TO HUB MANAGERS</div>	<div>PRODUCTS SALES DETAILS ENTRY/ PRODUCTION DETAILS</div>	<div>ANALYSING UNIT/ ALERT TO CUSTOMER USING MAIL AND AI CHAT BOTS</div>
<div><div>2</div><div>Steps</div><div>Detailed actions your user has to perform</div></div>	<div>CUSTOMER NEED TO OPEN AN ACCOUNT IN OUR WEBSITE</div> <div>NEED TO FILL THE DETAILS OF THEIR BUSINESS</div> <div>HAVE TO GIVE THE DETAILS OF THEIR BRANCHES</div>	<div>IN THIS CUSTOMER NEED TO REGISTER THEIR HUBS</div> <div>NEED TO PROVIDE HUB DETAILS</div> <div>NEED TO ALLOCATE HUB MANGER BY PROVIDING THEM A SEPARATE CONSTRAINED ACCESS</div>	<div>PRODUCT SALES DETAILS / CUSTOMER DETAILS</div> <div>PRODUCTION DETAILS/HUB RANK DETAILS</div> <div>DEMAND OF THE PRODUCTS IN HUB'S</div>	<div>ANALYSIS OF THE DEMANDS</div> <div>ALLOCATING THE RANK FOR THE PRODUCTS</div> <div>COMMUNICATION SYSTEM</div>
<div><div>3</div><div>Feelings</div><div>What your user might be thinking and feeling at the moment</div></div>	<div><div>THUMBS UP</div><div>EASY TO MAINTAIN THEIR INVENTORY</div><div>THERE WILL BE REMOTE ACCESS</div><div>SO THEY DON'T NEED TO CARRY DATA EVERYWHERE</div></div> <div><div>THUMBS DOWN</div><div>THEY CARE ABOUT SECURITY OF THEIR DATA</div></div>	<div>THEY CAN ABLE TO MAINTAIN THEIR HUBS IN A EASY WAY</div> <div>THERE IS NO NEED TO CREATE A SEPARATE ACCOUNT FOR EACH HUB</div> <div>ALL THE DETAILS WILL BE GROUPED TOGETHR</div>	<div>THEY CAN ABLE TO TRACK THEIR PRODUCT DETAILS</div> <div>THEY CAN ABLE TO MAINTAIN THEIR STOCKS EASILY</div>	<div>REGULAR NOTIFICATION ABOUT THEIR STOCK MOMENT</div> <div>THEY WILL RECEIVE SUGGESTIONS ON THEIR STOCK MAINTENANCE</div>
<div><div>4</div><div>Pain points</div><div>Problems your user runs into</div></div>	<div>THEY CANT ABLE TO USE THIS PRODUCT WITHOUT AN INTERNET CONNECTION</div>	<div>THEY NEED TO SHARE THEIR DATA TO OTHER'S</div>	<div>THEY NEED TO SHARE THEIR SALES AND CUSTOMER DETAILS TO OTHER ORGANIZATION</div>	<div>EXTRA COST FOR ACCESSING THIS SERVICE</div>
<div><div>5</div><div>Opportunities</div><div>Potential improvements or enhancements to the experience</div></div>	<div>THEY CAN ABLE TO MAINTAIN THEIR STOCKS IN A EFFICIENT WAY</div>	<div>THEY CAN ABLE TO REDUCE THE MANPOWER</div>	<div>THEY CAN AVOID MISTAKES IN MAKING ORDERS TO FILL THEIR STOCK'S</div>	<div>USING THIS THEY CAN ABLE TO PROVIDE A GOOD EXPERIENCE TO THEIR CUSTOMER</div>

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