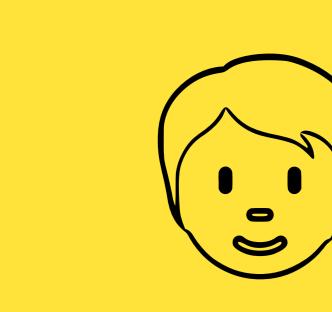
Customer iournev

Smart Fashion Recommender Application



People
2-9



Time O min



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. \wp

Phase of journey	Registration	Onboarding	First Session
Actions What does the customer do?	connect the google account Choose confirm free graph free trial	Goes throught the landing page Click on chatbot Click on chatbot requirements Click on search on chatbot performance	View chatbot recommended products Share Buy desirable product
Touchpoint What part of the service do they interact with?	Free trial landing page Email Free access to chatbot	Can view suggested products Chat with chatbot Browse suggested products confirm free trial	Save the products I like Share with anyone So many relevant products
Customer Thought What is the customer thinking?	I can view products for free I can I can can be solved easily	Doesn't fit my requirement Get my query solved Takes time to find desirable product They are similar to my liking View products whenever I want	Can order whenever I want Sharing is very shopping
Customer Feeling What is the customer feeling?			
Process ownership Who is in the lead on	Lubna Fathima	Sugaiel Fathima Ganga	Farhat Jabeen