

PROJECT DESIGN PHASE -II
CUSTOMER JOURNEY MAP

DATE	17 OCTOBER 2022
TEAM ID	PNT2022TMID48636
PROJECT NAME	INVENTORY MANAGEMENT SYSTEM FOR RETAILORS
MAXIMUM MARKS	

CUSTOMER /USER JOURNEY MAP:

User journey

by the Design Team of Accubank Interactive Hub

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.

1 Phases	LOGIN/REGISTER			HUB REGISTERING / PROVIDING ACCESS TO HUB MANAGERS			PRODUCTS SALES DETAILS ENTRY/ PRODUCTION DETAILS			ANALYSING UNIT/ ALERT TO CUSTOMER USING MAIL AND AI CHAT BOTS		
2 Steps	CUSTOMER NEED TO OPEN AN ACCOUNT IN OUR WEBSITE			NEED TO FILL THE DETAILS OF THEIR BUSINESS			HAVE TO GIVE THE DETAILS OF THEIR BRANCHES			IN THIS CUSTOMER NEED TO REGISTER THEIR HUBS		
3 Feelings	EASY TO MAINTAIN THEIR INVENTORY			THERE WILL BE REMOTE ACCESS			SO THEY DONT NEED TO CARRY DATA EVERYWHERE			THEY CAN ABLE TO MAINTAIN THEIR HUBS IN A EASY WAY		
4 Pain points	THEY CARE ABOUT SECURITY OF THEIR DATA			IT'S A TEDIOUS TASK TO MAINTAIN EVERY HUB FROM SINGLE POINT			IT'S A HUGE DATA HOW IT WILL MANAGE			WHETHER THEY WILL CHARGE EXTRA COST FOR ACCESSING THIS SERVICE		
5 Opportunities	THEY CAN ABLE TO MAINTAIN THEIR STOCKS IN A EFFICIENT WAY			THEY CAN ABLE TO REDUCE THE MANPOWER			THEY CAN AVOID MISTAKES IN MAKING ORDERS TO FILL THEIR STOCK'S			USING THIS THEY CAN ABLE TO PROVIDE A GOOD EXPERIENCE TO THEIR CUSTOMER		

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