

Customer experience journey map

A customer journey map is a visual storyline of every engagement a customer has with a service, brand, or product. The creation of a journey map puts the organization directly in the mind of the consumer, so they can see and understand their customer's processes, needs, and perceptions.

Product School

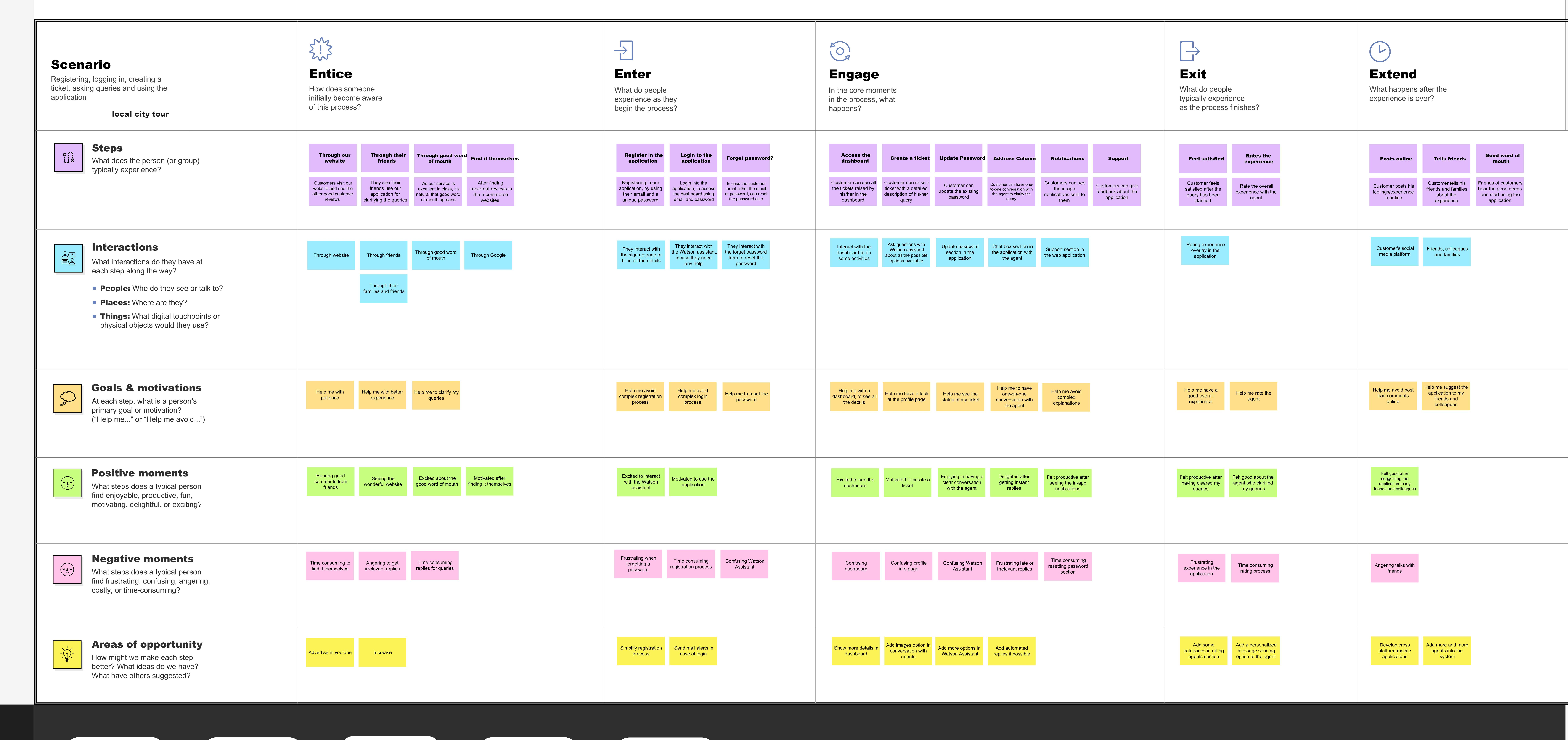
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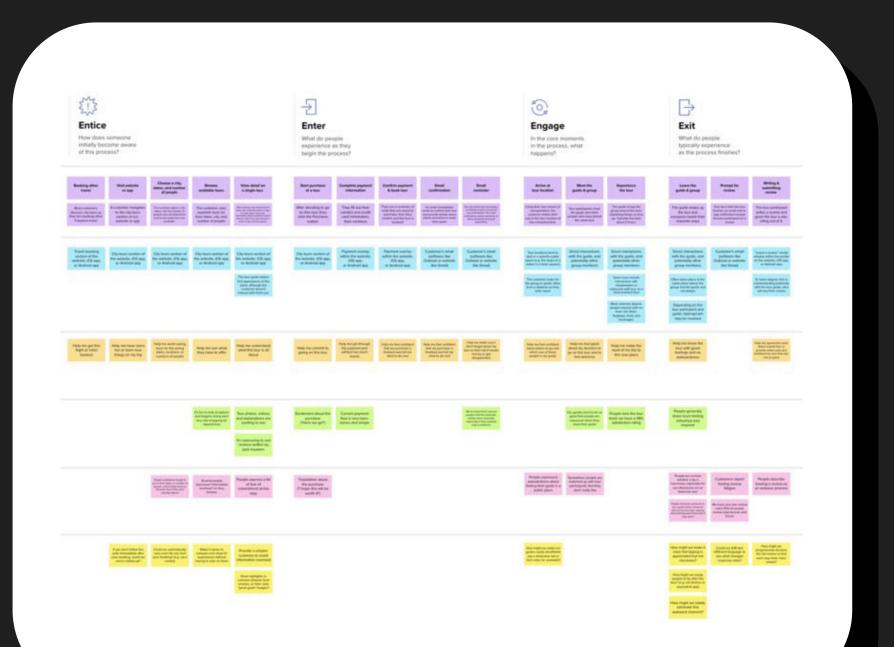
Customer Care Registry

Project Design Phase - II | Customer Journey Map

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Need some inspiration?

See a finished version of this template to kickstart your work.

Open example





