

CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID52462

Title:Real-Time Communication System Powered by AI for Specially Abled



How are our potential users? Do they have any medium except our social media channels?	Why should the product is using our clients/prospects choose our application?	How do they know Are they app? support on their better than our competitors? sign-up	Are they satisfied in queries, regarding our and usage?	How will the customers get clients finding application
Goals				
solution for	Find out a			
	our			
	In case there are issues Make sure we have all our clients Evaluate and research, Decide if			
	app meets reported, offer them the proper customer whether the solution the customer needs possible solutions to improve service options such as is			
	feasible or not the application LiveChat when needed			

Website/
Promotional Feature page/ Easy account Seamless navigation FAQs/ Help pages/
Emails/ Google Testimonials creation process across important Live chat
Ads features

PHYSICAL/DIGITAL TOUCHPOINTS

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