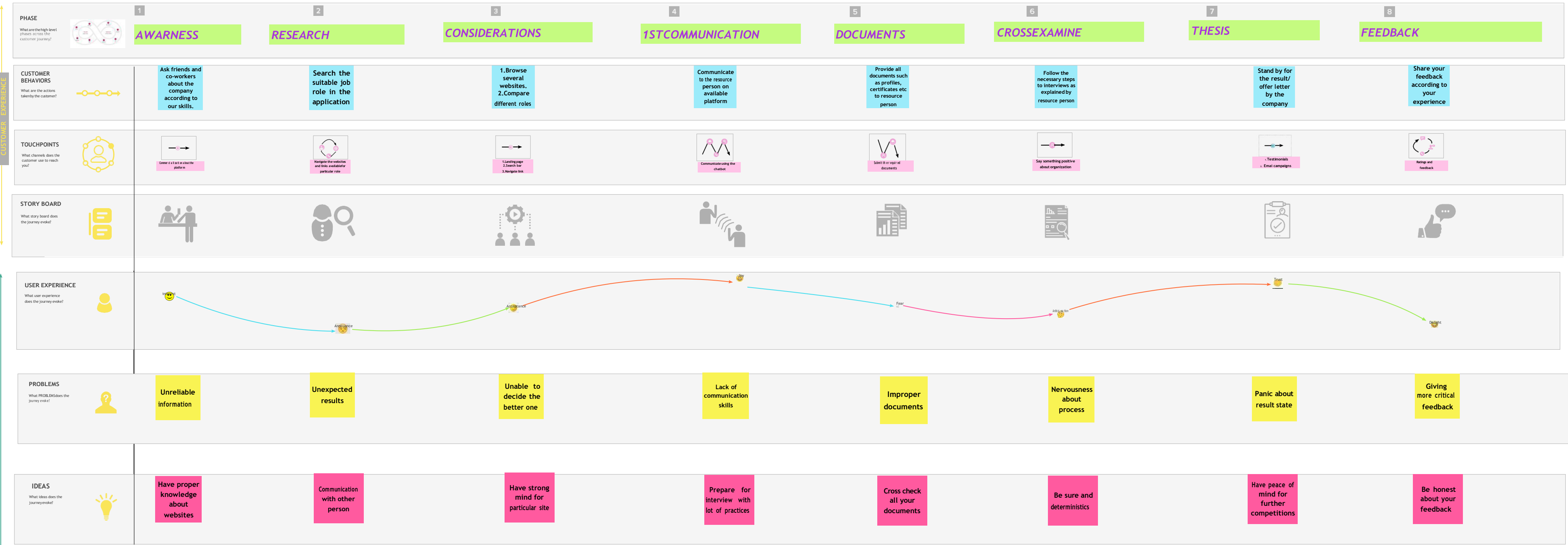


1 Visualize the Customer and Employee interactions and touchpoints using Journey Mapping

Working on this tool, map the experience of the people in your company and understand the customer lifecycle, including customer behaviors, touchpoints, and critical user/employee needs. Now, map the experience of the employees engaged in the customer journey to improve the customer experience. Include internal processes, teams, groups, systems, tools, and touchpoints.

PROJECT DESIGN PHASE II



Title: Skill/Job Recommender Application

Teamid:PNT2022TMID28689