

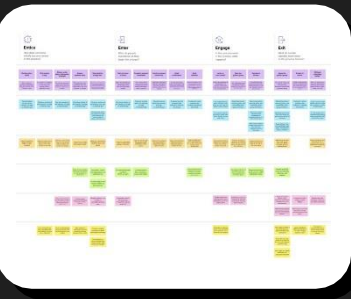


# Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with Product School

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## Intelligent Vehicle Damage Assessment and Cost Estimator for Insurance Companies

Customer Problems and Goal , Motivation , Steps , Interaction, Positive , Negative opportunity and also have explain the moment so they developed customer journey customer affected and maintain problems founs in this stage

