Project Design Phase-II Customer Journey Map

TEAM LEAD : SANGAMITHRA.G

TEAM MEMBER: NITHYAPRIYA.V

SHAFEENA.N

SHUPIKSHA.L

Customer Journey Map:

• A customer journey map is a visual representation of the customer Journey (also called the buyer journey or user journey).

• Customer journey map helps to tell the story of your customers' experiences with your brand across all touch points.

