PROJECT DESIGN PHASE-II
CUSTOMER JOURNEY MAP

Customer journey map:

Registration			Onboarding					First session	
Connect their Google account	Chose a plan	Confirm free trial	Goes through the training	Clicks on help icon	Adds a profile picture	Clicks on Learn more	Leaves feedback for the training	Open document	Edit & invite
Free trial landing page	Email	free templates	Training interface	Account settings	Templates browser	Help Center materials		New document	Sharing settings
I can use free templates	This is easy, I can sign up with my google account	Get I don't need to provide credit card details to get a free trial	Why are there so many Pop-ups?	Where do I start?	Educational materials are easy to follow	Why is the training so long	I love all the template examples that I can browse	Creating a document is really simple	Adding a team member is very simple