CUSTOMER JOURNEY

CUSTOMERJO	CUSTOMER JOURNEY				TEAM ID: PNT2022TMID44882	
PHASE S	MOTIVATIO N	INFORMATIO N GATHERING	ANALYZES DIFFERENT FOOD PRODUCTS	CHOOSE HEALTHIEST FOOD ITEM	PAYMENT	
ACTIONS	User needs the nutrition analyst to check if the diet plans are working out for users.	User needs to choose an efficient app for diet maintenance.	Other applications are also available for the users.	It is efficient to follow the diet plan application than the	This is a service based model so user satisfication is more important.	
TOUCHPOINTS	User gets satisfied by using the application	After the application comes into use,the user need not worry about their	User gets amazed by various types of availability of different products.	It will be more useful for people who are unable to maintain their health.	After realising this benefits of this app	
CUSTOMER FEELING		× ×				
CUSTOME R THOUGHT S	User thinks that it will be more helpful for the diet plan to maintain their fitness.	Sometimes the user thinks that the diet plan is not working to	User thinks that there also alternate solutions for their problem.	This application is more useful for maintaining fitness.	This app is more user friendly	
OPPORTUNITIES	User will get better applications for the service of diet plan.	It is necessary for users to know about the working of the application to understand	Users must have aware of other diet plans.	User must identify the suitable application for	It will be beneficial to the society.	