

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 wit



Share template feedback

TEAM ID: PNT2022TMID19220 PROJECT TITLE: Industry-Specific Intelligent Fire Management System



