

# **CUSTOMER CARE REGISTRY**

**CUSTOMER JOURNEY MAP**

**PROJECT DESIGN PHASE –II**

**CUSTOMER JOURNEY MAP**

DATE	08 October 2022
TEAM ID	PNT2022TMID01640
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

TAGE	AWARENESS	CONSIDERATION	DECISION	SERVICE	LOYALTY
CUSTOMER ACTIVITIES	see social media campaign Hear about from friends	Conduct reach, compare features and pricing	Make a purchase	Contact customer service, Documentation, read product and service	Share the experience
TOUCHPOINTS	Social media, Traditional media , word of mouth	Social media, Websites	Website, Mobile app	Chatbot, Email notification	Social media,word of mouth Review sites
CUSTOMER EXPERIENCE	Interested, Hesitant	Curious, Excited	Excited	Frustrated	Satisfied, Excited
KPIS	customer feedback	New website visitors	Conversional rate	Waiting time, customer service score	Customer satisfaction score
RESPONSIBLE	Communications	Communications	Customer service	Customer service	Customer service, Customer success



# Customer 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.

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## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
<b>Steps</b> What does the person (or group) typically experience?	Search for Support Browse for Knowledge Base for Issues For resolving the customer facing problems Self resolving for a Specific Problem	Booking an issue Routing an issue Bringing a Unsolvable Problem Bringing a Unsolvable Problem	Waiting for the Response Taking time for the Agent to Respond Reminding Politely to Receive the response Waiting for the Specific agent to respond	Closing the ticket Finalize the Ticket Closing Completely closing the tickets after solving Either solving ticket or closing the time consuming tickets	Personalized Recommendation After experiencing our most friendly, accessible customer support experience
<b>Interactions</b> What interactions do they have at each step along the way? ■ <b>People:</b> Who do they see or talk to? ■ <b>Places:</b> Where are they? ■ <b>Things:</b> What digital touchpoints or physical objects would they use?	Customer Dashboard of the Application Chatbot, Email Support	Customer and Administrator Source Application Chatbot, Email Support	Customer and Agent Customer Care Email Notification	Customer Administrator and Agent Customer Care Application Ticket Closing	Customer email
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Problem to be solved 24-7 Support	Fast Resolving and Time Managed Flexible Support from Application	Solving the issues on time At home Support	Managed time for Accurate Response Flexible Navigation	Help in customer get solution for their problem
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Solution received at a quick response	Momentary Responding to Customers	Most Experienced Agents	Managing the Utilization of Customer time	Agents should solve customer's problem
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Delayed response	Not Responding	Time out Tickets causing to ticket closure	Making False Customer Tickets	Waiting on hold for too long
<b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	Automated Routing Delayed Response Automated Ticket Closing	Automated Navigation Mapping Timed Responding	Time Consuming Ticket Evaluation Speed Responding	Automated Ticket Closure Automated Routing System Failure Data Less Resolving	Offer fast support Reduce waiting time

**Thank you**