## **Project Design Phase-II Customer journey map**

Process ownership Who is in the lead on this?	Opportunities What could we improve or Introduce?	Backstage	Customer Feeling What is the customer feeling? Tip: Use the emoji app to express mare emotions	Touchpoint What part of the service do they interact with?	Needs and Pains What does the customer want to achieve or avoid? The Reduce ambiguity, e.g. by using the first person narrator.	Actions What does the customer do? What information do they look for? What is their context?	Journey Steps Which step of the experience are you describing?
Constant monitoring and statement of live video.	Increase/decrease a leading metric by			Descriptional Federal Paradicional Paradicio	We want to to avoid risk collect the for animals	kesep tracking of climates changes	Discovery Why do they even start the journey?
conversion of valor into	Increase/decrease a leading metric by		<b>6</b> 5	Seman-Johan Sa. Provide Sights  Beller Medical States of Control Sights  Belle	In-y-windig set Always award: mendan Always award: mendan set of booseters: Direction of seasons using to be in good fire pattern enteriorment conditions.	Collect data porticus demanda un autoria a un autoria de la collect data protecta and image recordo d'ite antica de la collection de la collec	Registration Whywould they trust us?
Designation and by American Am	Increase/decrease a leading metric by		<b>(:</b>	While getting and spigmen Cemeries. R is true and the field to mounted an frequentless at the constitution was prompted to the proportion of the proportion of the class streets and the class streets and the class at the class streets and the class at t	tably dear office services and services are services as a service and services as a service as a service and services as a service as a	WE COLDECT.    Fig.	Onboarding and First Use How can they feel successful?
Loop the process in class of risk.  The Milifo	Increase/decrease a leading metric by			Task of Detecting Furnis silicas staring is to desice will be provide with million and admitted for admitted for all the forces and amenda the desices of amenda and amenda.	Cenector i will too its a medican he used th wireless; shared with volcanic frielights.	Previous the district which are the district within and the continent there is to prevent the continent the provided fire the and the the the and the	Sharing Why would they invite others?