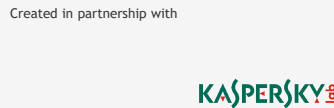




Customer experience journey map

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.



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





Need some inspiration?
See a finished version of this template to kickstart your work.
[Open example](#)



Phishing attack website..

A type of social engineering attack , often used to steal user data, including Login credentials and credit card numbers ..

TIP
Don't click the Unwanted link to Avoid from trouble

<div>SCENARIO</div> <div>The user who got attacked by phishing attack and preventing it ..</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>The hacker will Create an link Which can be any form</div><div>It can be share via whatsapp or instagram or any Promoting</div><div>This link will seen Like a normal Link...</div><div>It will create an Curiosity to click it .</div></div>	<div><div>Entering the Website ...</div><div>Copy the link or directly the link Will proceed to The desired page..</div><div>Sometimes the link Click is enough to hack or otherwise it Will ask detail..</div></div> <div><div>Your IP address have Been registered ..</div><div>Getting the location of the user..(if its Hacking website)</div><div>Your minor details Been transferred Without ur permission</div></div>	<div><div>The hacker will try to get the important information ..</div><div>It will be your Bank details .. Or your photos..</div></div>	<div>At the end you have Been hacked ...</div>	
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touch points or physical objects would they use?</div></div>	<div><div>Getting the Knowledge of hacked Data recovery website</div><div>Approaching the website by reference</div><div>User friendly website The website should give Trust by their look ...</div></div>	<div><div>Managing the data</div><div>Detailed view</div></div>	<div>Identify the Specific data...</div>	<div>List out the data That has been stolen To customer..</div> <div>Giving hope to the Customer by Retrieving data ...</div>	
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>To prevent data leakage from unauthorized persons</div><div>To improve the level of security so that it can reduce cyber attacks</div></div>	<div>To minimize the data loss and improve privacy</div>	<div>Giving tips to the Customer how they can prevent from it</div>	<div>Analyzing the Predicted websites.</div> <div>Enhance the security of the websites at the time of Developing</div>	
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>If the website is detected as phishing one, then the user couldn't able to enter his/her details.</div>	<div>We can provide The user about the phishing website ...</div>	<div>Detects the malicious websites by simply using the URL..</div>	<div>Working Fulfillment on knowing that the site is an phishing Website or not ...</div> <div>Detect and prevent against unknown phishing attacks, as new patterns are developed by attackers</div>	
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>When the data has Been leaked ...</div>	<div>Being a manual process users couldn't able verify all the data</div>	<div>Searching of website The data is been leaked ...</div>	<div>When the detected site is phishing website but the user already provided information</div> <div>Attackers can develop more until the website is blacklisted or blocked</div>	
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Detecting every new Site to prevent from It</div><div>Reporting the phishing website to Cyber crime ..</div></div>	<div>Identifying Phishing Sites</div>	<div>Facility to report the detected malicious Website which will be recreated</div>	<div>Implementing new technique to prevent these type of attack ...</div> <div>Next level of intelligence to prevent these type Of attack ...</div>	

