

CUSTOMER CARE REGISTRY

CUSTOMER JOURNEY MAP



TEAM DETAILS:

Team No : PNT2022TMID30977
College Name : Gnanamani College of Technology
Department : Computer Science & Engineering

PROBLEM MEMBERS :

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PROJECT DESIGN PHASE -II

CUSTOMER JOURNEY MAP

DATE	08 October 2022
TEAM ID	PNT2022TMID30977
PROJECT NAME	CUSTOMER CARE REGISTRY
MAXIMUM MARKS	2 Marks

STAGE	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
KPI'S	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



User



User first Login



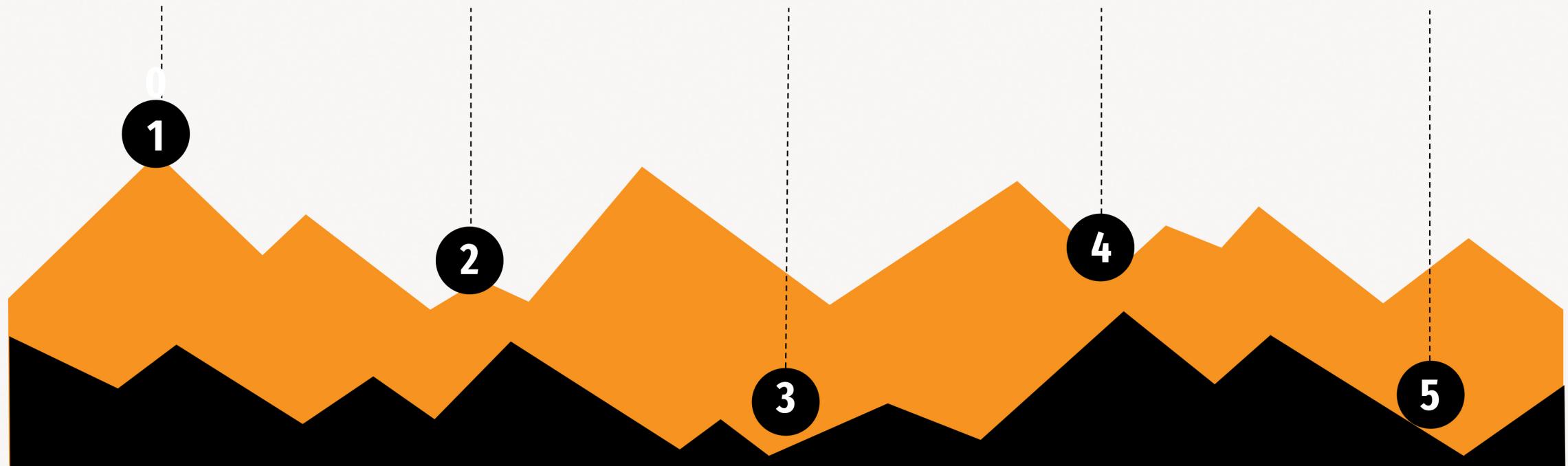
Issue have to Register in
the web portal



User can track the
issue in the Web
Portal



Logout



Customer Journey Map



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	Entice	Enter	Engage	Exit	Extend
Browsing, booking, attending, and rating a local city tour	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps 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	Raising an Issue Raising an Issue Bringing a Unsolvable Problem Bringing a Unsolvable Problem	Waiting for the Response Taking time for the Agent to Respond Remaining Patient 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 ticket consuming tickets	Personalised Recommendations After experiencing an issue, the user finds a solution on our website
Interactions What interactions do they have at each step along the way? ▪ People: Who do they see or talk to? ▪ Places: Where are they? ▪ Things: What digital touchpoints or physical objects would they use?	Customer Dashboard of the Application Chatbot, Email Support	Customer and Administrator Source Application Customer, Email Support	Customer and Agent Customer Care Email Notifications	Customer Administrator and Agent Customer Care Application Ticket Closing	Customer email
Goals & motivations 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 All time Support	Managed time for Accurate Response Flexible Navigation	Help to customer get solutions for their problems
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Solutions received at a quick response	Mostly Responsive to Customers	Most Experienced Agents	Managing the Utilization of Customer Time	Agent should solve customer's problems
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Delayed response	Not Responding	Time out Tickets causing ticket closure	Making False Customer Tickets	Waiting on hold for too long
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Administrative Efficiencies Delayed Response Automated Ticket Closing	Automated Navigation Mapping Tired Responding	Time Consuming Ticket Evaluation Speed Responding	Automated Ticket Closure Administrated Routing System Failure Data Loss Resolving	Offer fast support Reduce waiting time



Thank you