




User Journey Map

JOURNEY STEPS Which step of the experience are you describing ?	DISCOVERY Why they started the journey	REGISTRATION Why would they trust us?	ONBOARDING AND FIRST USE How can they feel Successful?	SHARING Why would they invite others ?
ACTIONS What does the customer do? What information do they look for ? What is their context.	Product details How to use the product Benefits and value proposition	At registration cards Trustworthy information Availability of the product	Adding stock and cost inventory At inventory of stock Cost of inventory	Time to identify the status of best seller
NEEDS AND POINTS What does the customer want to achieve or avoid ? Tip: Reduce ambiguity	Product Localization Get information about product Stock quality	Help to find the availability of the product Help to find the relevant information about retail store stock inventory	Tracking inventory in the market Recommending points Availability of stock at store	Low quality unreliable Clear and easy-to-use quality verification
TOUCHPOINT What part of the service do the interact with?	Product localization User search Product details information	Help product localization analysis Weekly report Inventory management analysis	Recommending product at the market Offering product when they need Product quality and quantity	Quality product at the store Track back about stock inventory
CUSTOMER FEELING What is the customer feeling ? Tip: Use the emoji app for graphics more expressive				
BACK TO TAGS				
OPPORTUNITIES What could we improve or introduce ?	USER FRIENDLY	PROPER ANALYSIS	PROFIT/LOSS	QUALITY/QUANTITY
PROCESS OWNERSHIP Who is in the lead on this?	Retailer	Retailer	Retailer and supplier	Retailer and supplier
Customer /User journey map				
Date	10/oct/2022			
Team ID	51842			
Project Name	Retail store stock inventory			
Maximum Marks	4marks			