









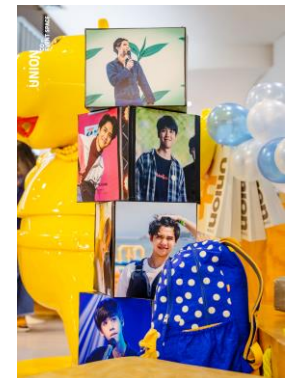


Union Co-event Space Customer Journey Map

Stages of Journey	Motivation	Search for Websites			Browse the Site	Evaluates Products		Pay		Receives Products
Activities	Want to let the world know how you love the artist.	Find the landmark or famous place.	Check the 1st ads. Result.	Check the price from the community group result.	Checks out and make a call to Union Co-event Space coordinator; hot promotion and ongoing deals.	Compare how the people can get impressed from the media they invest the money.	Ask more details from the people who got experiences from Union Co-event Space.	Process to get all stuff to create the event for the artist.	Contact Union Co-event Space team for help.	Product delivered.
Feelings										
Very Happy										
Overall Satisfied										
Unhappy										
Experiences	Excited to give the special event to the artist and let all fanclub know about this.	Happy to find out many places where to put the media and publish it to social. How the people can see them. Wishing the media will be effective.	Annoyed at the useless information with selling space details.	Happy with the informative experienced people. Not sure that it could be good enough to go on the project event.	Surprise to see lots of unexpected events and the artist might come to join.	Frustrated about the media from most of people who might think that media should be more effective than event.	Dig up all information from the experienced people and put more details that should be more influenced experiences.	Frustrated to find more information of many details to do. e.g. the Backdrop, Gift, Video Clip, Copyright images, sound and stage, etc..	Got surprised to be connected with all suppliers with the reasonable options and payment.	The Event Show let the people got very impressed with the thing they did. Letting the artist know about how they are crazy with them and the other country fans want to beat.
Customer Expectations	Easily to build up their expectations.	More user-friendly search engine and social media.	Not to see the unrelated or retargeting ads.	Got the path to follow the steps and make it happened.	More informative and attractive details.	Higher quantity and quality results.	Got all conclusive information that they can ask from Co-event staffs.	More details, more confused and more payment choices.	More Suppliers, more choices and recommend choices.	Always welcome back in the future.



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Feelings		Product recommendation			Customer membership program		Database: <ul style="list-style-type: none">- Favorite artist.- Favorite product.- The price of the product that can be purchased.		Invite customer to core business "UNIONHALL" event & concert venue.	
Very Happy	😊				😊					😊
Overall Satisfied		😊		😊			😊		😊	
Unhappy			😞			😞		😞		
Experiences	Excited to give the special event to the artist and let all fancub know about this.	Happy to find out many places where to put the media and publish it to social. How the people can see them. Wishing the media will be effective.	Annoyed at the useless information with selling space details.	Happy with the informative experienced people. Not sure that it could be good enough to go on the project event.	Surprise to see lots of unexpected events and the artist might come to join.	Frustrated about the media from most of people who might think that media should be more effective than event.	Dig up all information from the experienced people and put more details that should be more influenced experiences.	Frustrated to find more information of many details to do. e.g. the Backdrop, Gift, Video Clip, Copyright images, sound and stage, etc..	Got surprised to be connected with all suppliers with the reasonable options and payment.	The Event Show let the people got very impressed with the thing they did. Letting the artist know about how they are crazy with them and the other country fans want to beat.
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