

PROJECT

JOURNEY MAP

Group 4

Journey map v2

Pre-service - Search

Service - Buying the car

He wants to travel, but he d...

Because of pandemic it is difficu...

Looks on the internet and finds a...

He found the car he was looking...

He customizes the design of the...

Places the order

The clients order is confirmed an...

He payes for the car, and waits f...

He receives buying details and w...

The car is delivered to the given...

He gives the proof of acceptanc...

The car keys are given to him

Paulo Santos

PAULO SANTOS' JOURNEY

He wants to travel, but he doesn't have a car

Because of pandemic it is difficult to buy a car in person

Looks on the internet and finds a website called car dealership

He found the car he was looking for

He customizes the design of the car

Places the order

The clients order is confirmed and he waits for the details

He payes for the car, and waits for confirmation

He receives buying details and waits for the arrival of the car

The car is delivered to the given address

He gives the proof of acceptance of the car

The car keys are given to him

Paulo Santos

PAULO SANTOS' STORYBOARD