Topic: Point of View Pov Journey Stakeholders				Form : CODE 9
Instructions: Zero to one to Zero		Tools Required: Gamification Tool: https://www.lucidchart.csoftware	com/pages/examples/customer-jou	Lucidchart orney-mapping-
Graffitti Wall:				
Touchpoint Identify Product and Services that support Ineractions		Customer Map Select a Specific Customer to Map	Channels Define Way to Promote	Empathize Go with the Customer
Experience Map Customer Step by Step	Skill Required Identify Business Process and Skills Requirement		rmation Ormation Requirement	Application Idnetify Systems/application Requirement

Reflections: