

MAPA DA JORNADA DO CLIENTE

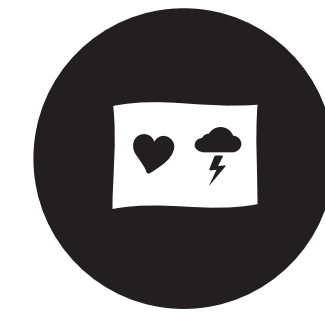
EMPRESA

DATA

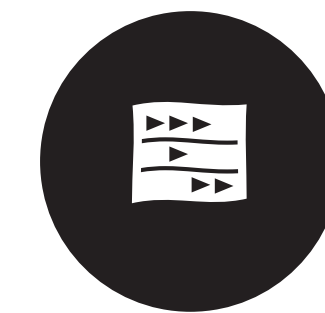


DESCRIÇÃO COMPLETA DOS COMPONENTES DO SERVIÇO

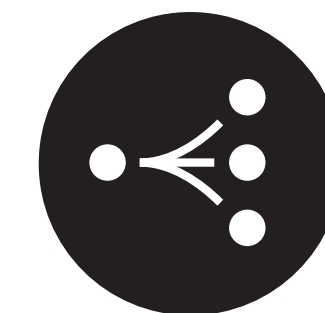
IDENTIDADE



STATUS EMOCIONAL



CONTEXT



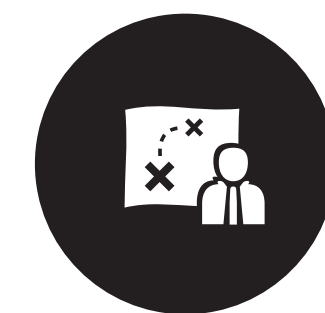
ATIVIDADE DO CLIENTE



LINHA DO TEMPO DOS ESTÁGIOS DA JORNADA



PONTOS DE CONTATO



ACÇÕES DA EMPRES



INSIGHTS & OPPORTUNIDADES

