JOURNEY MAP

ria Almeida's Troubled Journe	ney map																										
king to a friend, Maria re Maria sees an add for an electric	After some calculations, Maria re	Service Maria sees an advert on our ban	Maria sees the loan details	Maria finds the bank loan pa	Maria tries to log in but can no	Maria requests password reg	Marja has some difficulties ac	Maria managed to access her	Maria is faced with the need for	Maria realises that she has the	Customer Service explains Maria	Maria called his accountant to se.	Maria receives the documents in	The loan application is submitted.	A day later, Maria receives a not	The next day, Maria receives a n.	However, Maria didn't check her	After a few days of waiting, Mari	The assistant explained Maria th	Maria was finally relieved about	Maria attends the interview.	Maria was told that it would be d	Maria realises that the loan appli	A day later. Maria receives a not	After Service Maria receives a message that lo.	Maria buvs her eletric car.	A month later, Maria gives feedb
Imeida MARIA ALMEIDA'S JOURNEY	After Some Calcalation,	IVIAITA SEES ATT GOVERN	IVIditia Sees the loan as all.	Ivialia finas trio same same	Ivialia tiles to log ili sui	Iviai la requests passini	IVIAITA TIAS SOITIO AITTO	Iviaria managea to ac-	Warra is raced with	IVIAITA TEATISES CHAR ST	. Customer our viole on many	Warra Garica Filo account	Ivialia receives the de	тпе юан аррисалы в за	A day later, Warla room	THE HEXT day, Maria 1999	However, Waria dian	After a few days of framing,	THE assistant explained	Waria was miany rono.	Wana attends the inte	Waria was tola triat	Ivialia realises that the loan app	A day later, Mana records	IVIAITA TECCIVES a moseage	Ivialia buys nor clothe ca.	A month later, Mana gir s
 D a friend, Maria on the money she of the money she of the money on fuel for her car. ► Maria sees an add for an electric car on TV and thinks it is the solution for her 	 After some calculations, Maria realises that, even though, she has no money at the moment, the money she was going to save would be enough for a loan. 	► Maria sees an advert on our bank's facebook page and visits our website	► Maria sees the loan details	► Maria finds the bank loan payment that best suits her	► Maria tries to log in but can no longer remember her password	► Maria requests password recovery by email.	Maria has some difficulties accessing her email due to wi-fi problems	► Maria managed to access her email	her Maria is faced with the need for facial recognition.	or ► Maria realises that she has the option of online support from a bank employee and decides to ask for the connection	the m a s to Maria accepts it	ria Maria called his accountant to send him the required files to accomplish her loan. The online assistant has been put on hold	➤ Maria receives the documents in her email, sent by the accountant, downloads them and submits them	in The loan application is submitted and the online assistant explains to Maria that she now has to wait for a reply	➤ A day later, Maria receives a notification that all the documents sent were accepted and that the loan is being processed.	➤ The next day , Maria receives a notification that states the need of her going to an interview due to her financial condition, since the bank has some tips that can be crucial	➤ However, Maria didn't check her email thinking the loan was already being processed.	 After a few days of waiting, Maria receives a call from the bank asking why she hasn't booked the interview yet. Maria was still unaware of the situation 	➤ The assistant explained Maria the whole situation and helped her to finally book her interview the day after.	► Maria was finally relieved about the situation being settled.	► Maria attends the interview.	► Maria was told that it would be difficult to approve the loan request, since it is going to be used for the purchase of a car, they suggest asking for a smaller loan and giving her car as a trade-in.	➤ Maria realises that the loan application can be smaller and decides to submit the new loan application at the meeting.	➤ A day later, Maria receives a notification that all the documents sent were accepted and that the loan is being processed.	► Maria receives a message that loan has approved.	► Maria buys her eletric car.	➤ A month later, Maria gives feedback on the bank loan webpage.
eida BACKSTAGE LANE evelopment Team																											
		Maria sees the bank's advertisement and visits the website. System Development Team maintains website functionality.																									
al			 Maria reviews loan details. Credit Official sets loan conditions. 																					 Maria receives loan approval. Credit Official finalizes loan approval. 			
						Maria struggles to recover he password. IT Team manages password recovery systems.	ner																				 Maria buys her electric car and gives feedback. IT Team maintains the feedback system.
Administrators						Maria struggles to recover he password. Database Administrators e secure access to account	her s ensure st data.																				
ner Support										Maria requests help with facial recognition. Customer Support explains to process.	ial							Maria misses the email about the interview. Customer Support contacts Maria explains the situation, and									Maria buys her electric car and gives feedback. Customer Support collects
rotection Officer										Maria requests help with facia recognition.	ial							maria, explains the one, reschedules the interview.									feedback.
Analyzer										Data Protection Officer ensures compliance with facial recognition protocols.	es																
ineers													Maria submits required documents. Credit Analyzer validates documents.														
													Maria submits required documents. Al Engineers support document processing.														
ionship manager																					Loan interview. Relationship Manager conducts the interview and suggests alternative options.						
a Almeida MARIA ALMEIDA'S STORYBOARD			Empréstimo Fácil 100 % Transparente com o seu Luturo Testemunhos Testemunhos	LASN LEASURE AND THE PROPERTY OF THE PROPERTY	Don't remember Passwo Losae	Passwore Recover **** Egin					Helve Reperice	J.CC			Your request is being processed	9								Lower Comments and the	APPER CHARLES THE APPER CHARLE	RESION	Bank Ressan 437 Joinns A Reptow
ria Almeida EMOTIONAL JOURNEYS																											
ia Almeida DRAMATIC ARC																											
a Almeida CHANNEL OVERVIEW To Face																					& •	&	23				
esist Service												9						9 •									