


Customer Journey Map

Visualize and optimize your customer interactions.

Journey steps	Onboarding Flow (screen 1)	Dashboard View (Screen 2):	Sharing Dashboard (Screen 3):	Screen 4
Story	<div>Begin with a splash screen introducing the customizable analytics feature, including a "Get Started" button. Use icons or shapes to represent buttons and add brief annotation (e.g., "Welcome screen introducing the feature").</div>	<div>Design a basic layout with sections for "Add Widget," "Filter," and "Settings." Use rectangles and icons to show where each data visualization will appear. Annotate with, "Users can drag and drop widgets to customize their view."</div>	<div>Include a button for "Share Dashboard" in the top-right corner. This screen shows a simple overlay for sharing options like "Export PDF," "Generate Link," and "Invite Collaborators."</div>	<div></div>
Actions	<div>Discovery Phase</div>	<div>Setup Phase</div>	<div>Utilization Phase</div>	<div>Sharing and Collaboration Phase</div>
Touchpoints	<div>Login Screen: Alex logs into the application and sees a prompt introducing the new customizable dashboard.</div> <div>Onboarding Tutorial: A pop-up provides a quick tutorial on how to customize dashboards, highlighting drag-and-drop elements, widget configuration, and data source selection.</div>	<div>Dashboard Creation: Alex selects the "Create Dashboard" button and chooses from various preset templates for engagement, sales, or performance metrics.</div> <div>Widget Selection: Alex drags specific widgets (e.g., user engagement, sales trends, and real-time user count) into the dashboard layout.</div> <div>Data Source Selection: The interface prompts Alex to connect data sources relevant to each widget, ensuring real-time updates.</div>	<div>Dashboard View: Alex views real-time updates on metrics, with dynamic charts updating based on new data.</div> <div>Customization Tools: Alex uses filters to adjust views (e.g., selecting specific time periods, user segments).</div> <div>Annotation: Alex adds notes to significant data points or trends for reference in team discussions.</div>	<div>Share Feature: Alex selects the "Share Dashboard" button, creating a link for team access.</div> <div>Export Options: The platform offers options to export the dashboard in PDF or image formats, allowing Alex to include insights in presentations or reports.</div>