3. REQUIREMENT ANALYSIS

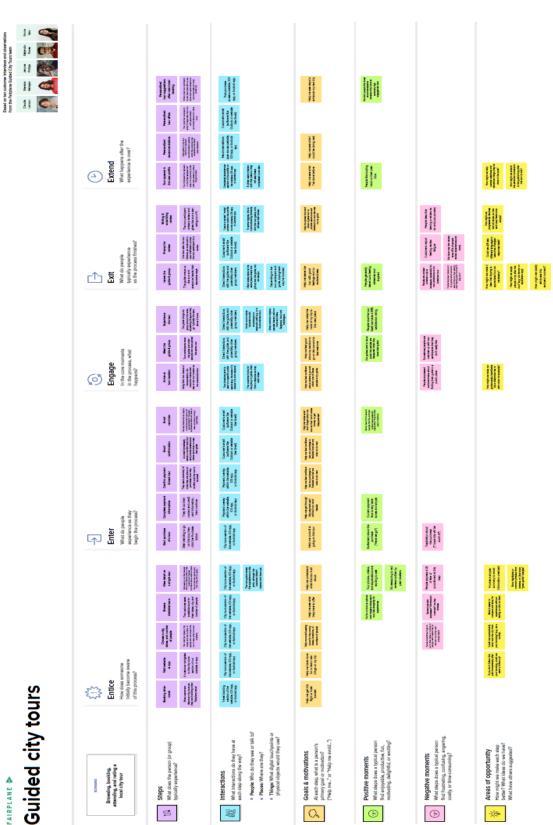## 3.1 Customer Journey map