

Project Design Phase-II

Customer Journey Map

Date	15 February 2025
Team ID	LTVIP2026TMIDS84378
Project Name	Prevent User Deletion if Assigned to an Incident
Maximum Marks	4 Marks

1. Journey Stages

Entice: Admin identifies need to delete inactive user.
Enter: Admin navigates to user record.
Engage: Admin attempts deletion.
Validation: Business Rule checks incident assignments.
Exit: System allows or blocks deletion.
Extend: Audit logs maintained for compliance.