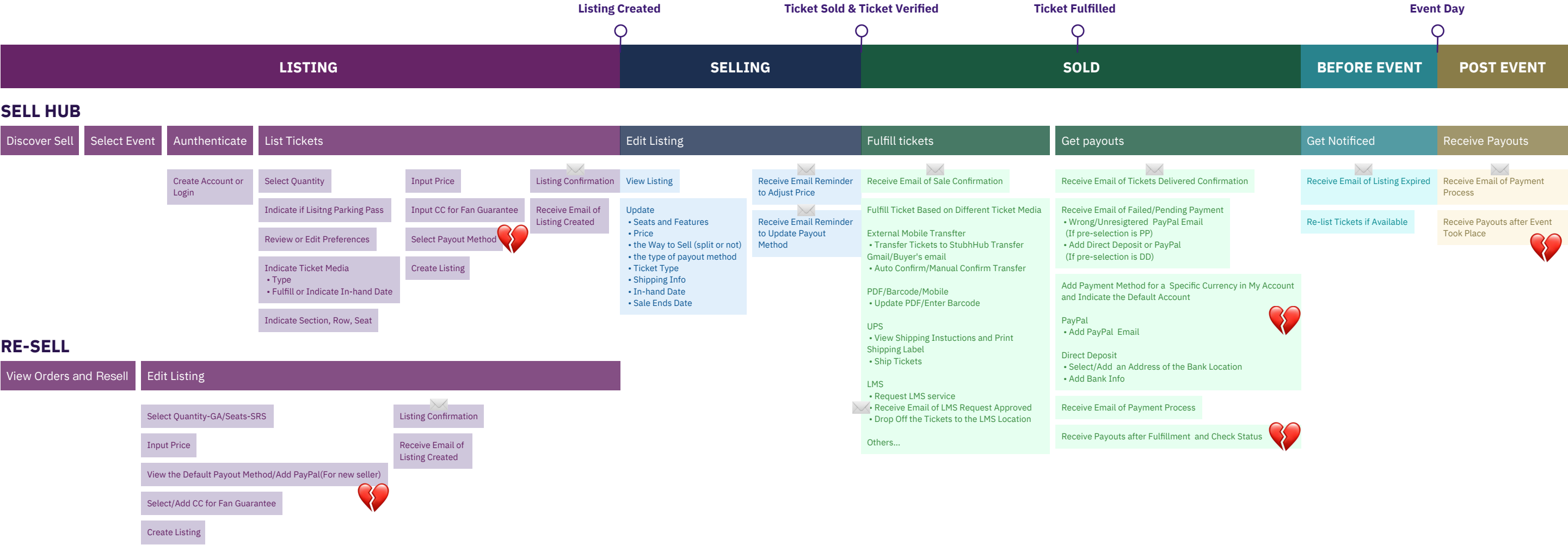


# Design Research

## # AS-IS USER JOURNEY MAP FOR SELLERS



## # USER INTERVIEWS & CE RIDEALONG

\*4 Sponsor/Expert Users

\*2 Customer Service Shadowing