

User Journey Map

	Awareness	Consideration	Decision	Service	Loyalty
Customer Actions	Add an activity that your customer does for each phase				
Customer Actions	Add a touchpoint for each phase (example: website, email, social media, etc.)				
Customer Actions					
Customer Actions	Add a pain point your customer has for each phase				
Customer Actions	Add a solution for each phase				

Customer Journey Mapping Guide For Practitioners

David Baud



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