

# CUSTOMER JOURNEY MAP *Example (Switching Mobile Plans)*



## JUMPING JAMIE

Scenario: Jamie needs to switch her current mobile plan. She wants a plan that can save her money without having to sacrifice usage limits.

## EXPECTATIONS

- Clear online information
- Ability to compare plan breakdowns
- Friendly and helpful customer support

### DEFINE

1. Review current plan
2. Define parameters for new plan

"I wonder if I can pay less."

### COMPARE

3. Watches commercial on TV
4. Researches companies and offers on consumer reports website
5. Uses current carrier website tool to compare options

"That offer seems like a better deal."

### NEGOTIATE

6. Calls current carrier to tell them she is shopping around
7. Calls competitors to see what they can offer

"Over it, I'm switching providers."

"Ugh, why is this so difficult?"

### SELECT

8. Decides on a new plan and calls customer service to switch service

"Well, I guess that was all worth it."

## OPPORTUNITIES

- Compare alternate companies' offers for her
- Breakdown current plan into \$ amounts
- Customer support via text messaging/chat

## INTERNAL OWNERSHIP + METRICS

- Customer Support Team: reduce average call time to 2 minutes
- Web Team: add functionality to allow Jamie to compare plans within our site
- Marketing Team: track competing offers to create competitor database

# Mapping The Journey

**Jennifer Clinehens**



## Mapping The Journey:

CX That Sings: An Introduction to Customer Journey Mapping Jennifer L. Clinehens ,2019-01-15 4 5 5 star rating on Goodreads Includes FREE access to online resources with large full color downloadable images of all example Journey Maps and Personas All content from the example Journey Maps and Personas is also included in the text making it easy to see read and highlight important passages Includes access to FREE video companion course launching July 6th on CXThatSings.com Do you know what makes your customers tick This book lays out in actionable detail the process of creating a Customer Journey Map a visual story about how people experience your brand A bridge between your business and its buyers Journey Maps can empower your team to understand customer motivations fears and challenges CX That Sings will guide you step by step through the mapping process You ll finish feeling ready to engage stakeholders and design a Customer Journey Map that makes an impact In CX That Sings you ll discover Actionable advice checklists and tactics that will make you confident to start journey mapping right away Customer Journey Map Examples including eCommerce Mixed Retail and Fast Casual Dining How to create user and customer personas with examples and a how to guide for creating supporting user and customer personas Free bonus material including customer experience case studies Free access to online resources What readers are saying Very clear with lots of useful online resources This is a great step by step guide that anyone can follow with some really solid logic behind why each element is important About the Author Jennifer Clinehens is currently Head of Experience at a major global experience agency and holds a Master s degree in Brand Management as well as an MBA from Emory University s Goizueta School Ms Clinehens has client side and consulting experience working for brands like AT T McDonald s Adidas and more she s helped shape customer experiences across the globe A recognized authority in marketing and customer experience she is also the author of Choice Hacking How to use psychology and behavioral science to create an experience that sings You can find more information about this book additional materials and supporting resources at CXThatSings.com

**The Journey Mapping Playbook** Jerry Angrave,2020-09-30 The Journey Mapping Playbook A practical guide to preparing facilitating and unlocking the value of customer journey mapping A valuable guide in helping you build stronger customer experience programmes by developing effective customer experience strategies Customer journey mapping is a vital tool used by Customer Experience professionals around the world The journey map is crucial in understanding and managing the customer s perception of your service or brand at critical touchpoints and prioritising how to improve that experience Journey mapping also shows where great experiences currently exist within the company and how they should be celebrated or protected The danger in not journey mapping or getting it wrong is having no meaningful purpose and no consensus around what actions to take or why At best you risk wasting time and effort or at worst handing your advantage over to your competitor What should a customer journey map envisage How should you use it And how do you plan facilitate then demonstrate the value of journey mapping by providing a compelling argument within the

organisation to make changes The Journey Mapping Playbook is an accessible how to do it toolkit aimed at customer experience CX and marketing professionals who wish to improve their customer and employee experience Jerry Angrave a Customer and Passenger Experience Director who works across many sectors including aviation and travel financial services professional services and manufacturing provides insight and practical guidance on planning facilitating and delivering a strategic journey mapping workshop In this playbook you will learn how to Define journey mapping Understand why a journey map is commercially important Prioritise which journeys to focus on and how Decide whom to invite and which tools to prepare Plan for an effective session Make every stage of the journey relevant and purposeful What to do at the output of the workshop to ensure you get the most out of them Build an ongoing programme Nurture better and more profitable customer experiences This book is for you if You are a customer experience or marketing professional You are in the early stages of building a rewarding career in customer experience The Journey Mapping Playbook is a practical guide presented in striking colour with downloadable worksheets and frameworks to help you prepare plan and run your workshop Events around the book Link to a De Gruyter Online Event in which the author Jerry Angrave and founder Sarah Corney Head of Digital Experience CIPD London and Nathalie Wickens Customer Experience Manager Cardiff Airport discuss how business professionals can develop confidence with Customer Journey Mapping by making business decisions which are aligned with the experiences of the people they serve <https://youtu.be/s64kDe1dm2Y> **Mapping Travel** Jordana Dym, 2021-08-26

Drawing on a thousand years of European travel writing and mapmaking Dym suggests that after centuries of text based itineraries and on the spot directions guiding travelers and constituting their reports maps in the fifteenth century emerged as tools for Europeans to support and report the results of land and sea travel With each succeeding generation these linear journey maps have become increasingly common and complex responding to changes in forms of transportation such as air and motor car flight and print technology especially the advent of multi color printing This is their story *Mapping Travel* Jordana Dym, 2021-08-30 More often than not readers of travel narratives can expect to find at least one map if not several showing as English privateer William Dampier wrote the Course of the Voyage that is where the author traveler went and implicitly a sense of what was seen and experienced Dampier used a now common cartographic strategy to tell the story from beginning to end as well as around significant places on the way by marking the journey with a pricked line Despite the lines popularity and present ubiquity the complex intellectual and material process of considering travel as a continuum rather than as a series of stops along the way and of plotting a journey onto a map have attracted relatively little academic attention Drawing on a thousand years of European travel writing and map making Jordana Dym suggests that after centuries of text based itineraries and on the spot directions guiding travelers and constituting their reports maps in the fifteenth century emerged as tools for Europeans to support and report the results of land and sea travel Called in subsequent centuries route maps itinerary maps and travel maps often interchangeably what Dym defines as journey maps added lines of travel to show

where travelers had been. Since their emergence, most have taken one of two forms: itinerary maps which connected stages as points with a line and route maps which tracked unbroken lines between endpoints. In the seventeenth century the conventions of journey mapping were codified and increasingly incorporated into travel writing and other genres that represented individual travel. With each succeeding generation, these linear journey maps have become increasingly common and complex, responding to changes in forms of transportation such as air and motor car flight and print technology, especially the advent of multi color printing. This is their story.

**Mapping Paradigms in Modern and Contemporary Art**  
Simonetta Moro, 2021-07-29. Mapping Paradigms in Modern and Contemporary Art defines a new cartographic aesthetic or what Simonetta Moro calls *carto aesthetics* as a key to interpreting specific phenomena in modern and contemporary art through the concept of poetic cartography. The problem of mapping, although indebted to the spatial turn of poststructuralist philosophy, is reconstructed as hermeneutics while exposing the nexus between topology, space, time and memory. The book posits that the emergence of mapping as a ubiquitous theme in contemporary art can be attributed to the power of the cartographic model to constitute multiple worldviews that can be seen as paradigmatic of the post modern and contemporary condition. This book will be of particular interest to scholars in art history, art theory, aesthetics and cartography.

**How Hard Is It to Be Your Customer?** JIM. TINCER, Nicole Newton, 2022-05-03. Learn how to Create Journey Maps that actually GET Results. Top business leaders know that in order to deliver the best customer experience, they must learn as much as possible about their customers. Many understand the learning process often starts with creating a customer journey map to understand how customers interact with their business. However, the tough reality remains: nearly two out of three journey maps fail to drive customer focused change. First published in 2019, before the COVID pandemic so quickly changed the way researchers gathered data and businesses interacted with customers, this book has become one of the top selling books on the subject of journey mapping. It has already helped thousands of CX research professionals and business leaders plan and execute successful journey mapping initiatives and avoid the pitfalls that doom so many others. With insights from dozens of CX pros, extensive research and real world case studies and examples, this book guides you through the process of creating and using journey maps. This updated edition came about because of the changes created by the pandemic and the skyrocketing use of journey mapping software; it helped bring about now, with an added chapter that focuses on journey mapping software tools and the ability to create living journey maps. This enhanced edition of *How Hard Is It to Be Your Customer* will help you better understand why some maps drive action leading to an improved customer experience, greater customer loyalty and impressive ROI, while others just gather dust on a shelf.

**Mapping Experiences** Jim Kalbach, 2016-04-25. If you want to create products and services that provide real value, you should first identify touchpoints: areas where business and customer needs intersect. This practical book shows you how. Using various mapping techniques from UX design, you'll learn how to turn customer observations into actionable insight for product design. Author Jim Kalbach.

Principal UX Designer with Citrix introduces you to the principles behind alignment diagrams a class of deliverable also known as experience mapping using several examples You ll learn how to visually map your existing customer experience based on user research and demonstrate how and where customer perspectives intersect with business goals Using alignment diagrams you ll not only be able to orchestrate business customer touchpoints but also gain stakeholder support for a product or service that provides value to both your business and your customers This book is ideal for product managers marketers customer experience professionals and designers

**The 8-Week Parts Work Journey** Fantine Rachel Cunningham, Transform Your Relationship with Yourself in Just 8 Weeks Do you feel like you re constantly at war with different aspects of yourself One part wants to take risks while another demands safety One part craves connection while another pulls away in fear You re not broken you have parts and this breakthrough guide shows you how to work with them instead of against them The 8 Week Parts Work Journey offers the first structured beginner friendly program for understanding your internal family system Unlike complex therapy manuals or abstract psychological theories this practical workbook provides clear weekly steps that anyone can follow to achieve inner peace and self leadership What You ll Discover in This Life Changing Program Week 1 2 Recognize your protective parts and understand why they developed their strategies Week 3 4 Create a detailed map of your internal system and identify parts conflicts that create stress Week 5 6 Learn proven dialogue techniques to negotiate with difficult parts and heal childhood wounds Week 7 8 Master parts aware decision making and maintain self leadership in challenging situations Perfect for Beginners No Therapy Experience Required This comprehensive guide translates advanced parts work therapy concepts into simple actionable steps Each chapter includes practical exercises real world examples and gentle techniques for inner critic healing and trauma recovery You ll learn to approach your inner child understand your emotional patterns and develop the self compassion needed for lasting change Why This 8 Week Approach Works Traditional therapy can take years to produce results but this structured program gives you tangible progress markers and clear endpoints Research shows that time bounded self help programs increase completion rates by 300% compared to open ended approaches You ll see measurable improvements in your emotional regulation relationships and overall life satisfaction Transform These Common Struggles Constant self criticism and perfectionism Difficulty making decisions due to internal conflict Relationship patterns that repeat despite your best efforts Feeling overwhelmed by emotions you can t control Sense that you re living someone else s life instead of your own This Isn t Just Another Self Help Book Built on decades of clinical research in parts therapy and trauma informed healing this program provides the structure and safety needed for genuine transformation You ll develop skills that therapists charge hundreds of dollars to teach all from the comfort and privacy of your own home Your Journey to Wholeness Starts Now Stop fighting yourself and start working with your complete internal system Join thousands who have discovered that healing doesn t require eliminating parts of yourself it requires learning to coordinate them with wisdom and compassion Perfect for anyone

seeking Freedom from internal criticism and self sabotage Better relationships through authentic self expression Practical tools for anxiety and depression management A clear path to emotional healing without years of therapy Understanding of why traditional self help hasn't worked Take the first step toward becoming the person you were meant to be Your parts have been waiting for this conversation your entire life

Designing for Growth Jeanne Liedtka, Tim Ogilvie, 2011-06-28 Jeanne Liedtka and Tim Ogilvie educate readers in one of the hottest trends in business design thinking or the ability to turn abstract ideas into practical applications for maximal business growth Liedtka and Ogilvie cover the mind set techniques and vocabulary of design thinking unpack the mysterious connection between design and growth and teach managers in a straightforward way how to exploit design's exciting potential Exemplified by Apple and the success of its elegant products and cultivated by high profile design firms such as IDEO design thinking unlocks creative right brain capabilities to solve a range of problems This approach has become a necessary component of successful business practice helping managers turn abstract concepts into everyday tools that grow business while minimizing risk

Creating a CX That Sings Jennifer Clinehens, 2019-01-18 This book is about understanding your customer how they view your brand how they make choices and how the customer experience shapes their purchase decisions In this book the author explains in actionable detail how to create the most useful research tool in business the customer journey map Complete with templates example journey maps checklists and step by step instructions this book will help you understand how to build and apply a customer journey map in any organization Are you a marketer who wants to know how to improve your customer experience Maybe you're agency or consulting side and are looking for an introduction on how to build a customer journey map No matter your reason A CX That Sings An introduction to Customer Journey Maps for marketers will help you get to the bottom of building an industry leading customer experience A CX That Sings is divided into the following sections 1 The Journey Mapping Toolkit Best practice examples of customer journey maps templates and checklists to help you get from zero to completed map with as little pain as possible 2 The process of creating a Customer Journey Map From the initial discovery workshop to final visualization and validation you'll be guided through best practice examples checklists case studies and common mistakes in experience mapping Includes a section on common mental biases working cross functionally and using the Journey Map to sell in the right next steps if you're an agency or get support for these projects from others in your organization if you're a product manager brand manager or marketing director 3 The application of Customer Journey Maps Learn how to use this as a jumping off point to develop additional opportunities solutions product and experience innovations and build relationships that get CX initiatives funded tested completed and measured

**Mapping Shangrila** Emily T. Yeh, Christopher R. Coggins, 2014-07-11 In 2001 the Chinese government announced that the precise location of Shangrila a place that previously had existed only in fiction had been identified in Zhongdian County Yunnan Since then Sino Tibetan borderlands in Yunnan Sichuan Gansu Qinghai and the Tibet Autonomous Region have been the sites of numerous state projects of tourism

development and nature conservation which have in turn attracted throngs of backpackers environmentalists and entrepreneurs who seek to experience protect and profit from the region s landscapes Mapping Shangrila advances a view of landscapes as media of governance representation and resistance examining how they are reshaping cultural economies political ecologies of resource use subjectivities and interethnic relations Chapters illuminate topics such as the role of Han and Tibetan literary representations of border landscapes in the formation of ethnic identities the remaking of Chinese national geographic imaginaries through tourism in the Yading Nature Reserve the role of The Nature Conservancy and other transnational environmental organizations in struggles over culture and environmental governance the way in which matsutake mushroom and caterpillar fungus commodity chains are reshaping montane landscapes and contestations over the changing roles of mountain deities and their mediums as both interact with increasingly intensive nature conservation and state sponsored capitalism

**ICGR 2022 5th International Conference on Gender Research** Elisabeth Pereira,Carlos Costa,Zélia Breda,2022-04-28 *Verse Mapping Luke Bible Study Guide* Kristy Cambron,2018-05-08 In this six session video Bible study DVD digital video sold separately Kristy Cambron invites you on a journey through the Gospel of Luke using a technique that revolutionized her time with God Verse Mapping If you have a deep desire to unpack the meaning of the Scriptures you re reading but you want to do it in a simple way then verse mapping is for you Verse mapping includes Hebrew Greek word studies finding connections in Scripture comparing Bible translations and learning as much as you can from your time with the Holy Spirit And it s even better when you do it with others as a group Simply put verse mapping is getting real about studying Scripture More than just reading a verse or passage it s about researching everything you can about what you ve read to learn more about who God is and how He speaks into your life through His Word What if there were no barriers to your faith journey Take a verse mapping journey through the Gospel of Luke and experience your own story road through Scripture Sessions include Intro Verse Mapping 101 She Believed He Obeyed Washed Over Restored The Cry The Call Designed for use with Verse Mapping Luke Video Study 9780310089919 sold separately

**The Customer Catalyst** Chris Adlard,Daniel Bausor,2019-12-16 How organisations can drive growth in the Customer Economy The Digital Revolution has changed the business landscape in remarkable ways and will continue to do so Organisations across industries and around the world are being disrupted and digitised at increasing pace putting far more power in the hands of both customers and end consumers The traditional inside out functionally siloed business model typical of the product and sales led growth era is over The Customer Catalyst shows how organisations can put customers truly at the heart of their business and catalyse genuine sustainable growth Future business models are no longer about functions they are beginning to revolve around customers Customer led companies will over time unpack their static functional activities and transform their structure Customer advocates already wield massive influence in a customer s buying process and this is only set to increase This is already changing the role and nature of business functions and Sales is no longer seen as the only source of



growth The Customer Economy is placing greater demands on businesses and offers greater rewards to the businesses that meet and exceed customer expectations This invaluable book will enable readers to Lead their organisations to more profitable and sustainable growth Transform their organisations to become truly customer centric with the C change growth engine Explore in depth stories from leaders of companies such as Zoom Signify Starling Bank Ritz Carlton Microsoft and Finastra with frank advice and practical steps to achieve success Help their companies adapt to and profit from the new realities of the Customer Economy Gain important insights from business leaders on best practice in key customer centric growth areas The Customer Catalyst shows businesses how to survive the transition to the Customer Economy transform to align around today s dynamic customer needs and ultimately drive sustainable business growth      **Understanding My**

**Life's Journey** Noel Sherry,2023-04-30 This book is a guide for helping adults to complete and share a Life Map project in a supportive group I got connected with this ancient practice as director of a seminary program helping over a hundred adults complete and share a Life Map with their introductory spiritual formation class This project was often viewed as their best learning experience When Bethel University closed our East coast center I helped fifty more adult leaders complete this transformative project for the New England Christian Study Center I was most fortunate to be able to receive a Doctor in Ministry degree with Bethel University investing five years of research on this signal practice inaugurated by Saint Augustine with the publication of his seminal Confessions in 397 AD Now I am leading groups of adults for my church and community interested in exploring their legacy via a Life Map project My guide begins with the church crisis that introduced me to Life Mapping which helped me navigate a very difficult transition at midlife The guide then leads an adult through reflection and journaling to complete and share their project with a supportive group five steps completing this important life skill

**Catalogue of map froom of the Royal geographical society** Royal geographical society,1882      **Keys to Curriculum Mapping** Susan Udelhofen,2005-02-24 Based on extensive experience as a teacher staff development consultant and earlier work in the field by foreword writer Heidi Hayes Jacobs Wisconsin based Udelhofen PhD explains how curriculum mapping can help educators better help students She describes such mapping as a process in which teachers electronically document and share all curricular      **An Educational Leader's Guide to Curriculum Mapping** Janet A. Hale,Richard F. Dunlap, Jr.,2010-06-28 Curriculum mapping initiatives are started with the essential goal of improving student achievement yet the mapping process can be challenging to navigate or lead While the main work of curriculum mapping is conducted by classroom teachers administrators must be actively involved and they must also take into account the demands curriculum mapping places on teachers This book provides administrators with the foundational understandings and specific guidance and strategies to effectively support a curriculum mapping initiative in their schools and districts The authors discuss administrative leadership for curriculum mapping including the roles and responsibilities of various administrative positions such as the superintendent headteacher and curriculum director and provide protocols and

procedures for writing administrative maps A Leader's Guide to Curriculum Mapping offers concrete information and suggestions for moving a curriculum mapping initiative forward in a positive manner and ultimately ensuring that curriculum mapping is not only sustained but is embedded in the cultural consciousness and becomes the natural way of conducting professional curriculum work throughout a learning organization The book Includes brief but necessary coverage of theory and foundational concept Focuses on administrative leadership with curriculum design in mind and administrative support for systemic change Provides administrators with guidance protocols and step by step directions for the stages of a curriculum mapping initiative Offers practical applications realistic expectations and real life examples Addresses significant concerns such as time and resources necessary for sustainability

*The Handbook of Displacement* Peter Adey, Janet C. Bowstead, Katherine Brickell, Vandana Desai, Mike Dolton, Alasdair Pinkerton, Ayesha Siddiqi, 2020-12-11 This Handbook provides the knowledge and tools needed to understand how displacement is lived governed and mediated as an unfolding and grounded process bound up in spatial inequities of power and injustice The handbook ensures first that internal displacements and their everyday re occurrences are not overlooked second it questions who counts by including displaced people who are less obviously identifiable and a clearly circumscribed or categorised group third it stresses that while displacement suggests mobility there are also periods and spaces of enforced stillness that are not adequately reflected in the displacement literature and fourth it re evokes and explores the place in displacement by critically interrogating peoples right to place and the significance of placemaking unmaking and remaking in the contemporary world The 50 plus chapters are organised across seven themes designed to further develop interdisciplinary study of the technologies journeys traces governance more than human representation and resisting of displacement Each of these thematic sections begin with an intervention which spotlights actions to creatively and strategically intervene in displacement The interventions explore myriad meanings and manifestations of displacement and its contestation from the perspective of displaced people artists writers activists scholar activists and scholars involved in practice oriented research The Handbook will be an essential companion for academics students and practitioners committed to forging solidarity care and home in an era of displacement

The Role of Customer Experience in Growth: Turning Buyers into Brand Promoters Ikechukwu Kelvin Maduemezia, 2025-08-29 The Role of Customer Experience in Growth Turning Buyers into Brand Promoters In today's crowded marketplace products can be copied and prices undercut but the one thing competitors can't replicate is how your customers feel when they interact with your brand Customer experience isn't just about service it's the foundation of loyalty trust and long term growth The businesses that thrive aren't the ones making the most sales they're the ones turning customers into enthusiastic promoters This book explores the hidden power of customer experience as the ultimate growth engine It shows why happy buyers don't just return they bring their friends post glowing reviews and become your most persuasive marketing team Inside you'll discover Why customer experience has become the new battlefield for growth The psychology

behind turning satisfaction into advocacy How small shifts in communication support and follow up create lasting impact The role of storytelling personalization and emotional connection in customer loyalty Proven strategies to transform one time buyers into lifelong brand promoters Packed with practical insights and real world examples this book is a roadmap for businesses entrepreneurs and creators who want more than transactions they want relationships When you master the art of customer experience growth becomes natural referrals multiply and your brand s reputation speaks louder than any ad campaign

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## **Table of Contents Mapping The Journey**

1. Understanding the eBook Mapping The Journey
  - The Rise of Digital Reading Mapping The Journey
  - Advantages of eBooks Over Traditional Books
2. Identifying Mapping The Journey
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Mapping The Journey
  - User-Friendly Interface
4. Exploring eBook Recommendations from Mapping The Journey
  - Personalized Recommendations
  - Mapping The Journey User Reviews and Ratings
  - Mapping The Journey and Bestseller Lists

5. Accessing Mapping The Journey Free and Paid eBooks
  - Mapping The Journey Public Domain eBooks
  - Mapping The Journey eBook Subscription Services
  - Mapping The Journey Budget-Friendly Options
6. Navigating Mapping The Journey eBook Formats
  - ePub, PDF, MOBI, and More
  - Mapping The Journey Compatibility with Devices
  - Mapping The Journey Enhanced eBook Features
7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Mapping The Journey
  - Highlighting and Note-Taking Mapping The Journey
  - Interactive Elements Mapping The Journey
8. Staying Engaged with Mapping The Journey
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Mapping The Journey
9. Balancing eBooks and Physical Books Mapping The Journey
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Mapping The Journey
10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
11. Cultivating a Reading Routine Mapping The Journey
  - Setting Reading Goals Mapping The Journey
  - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Mapping The Journey
  - Fact-Checking eBook Content of Mapping The Journey
  - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

#### 14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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