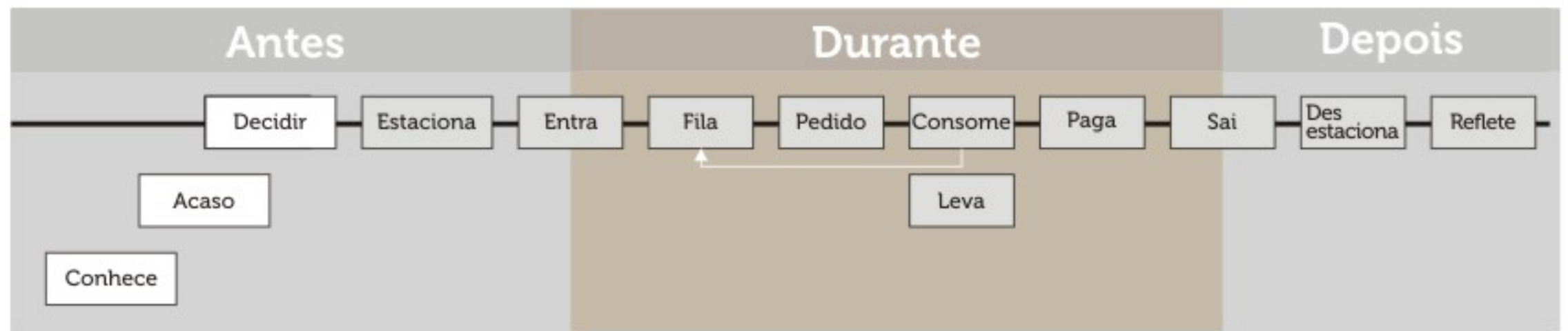


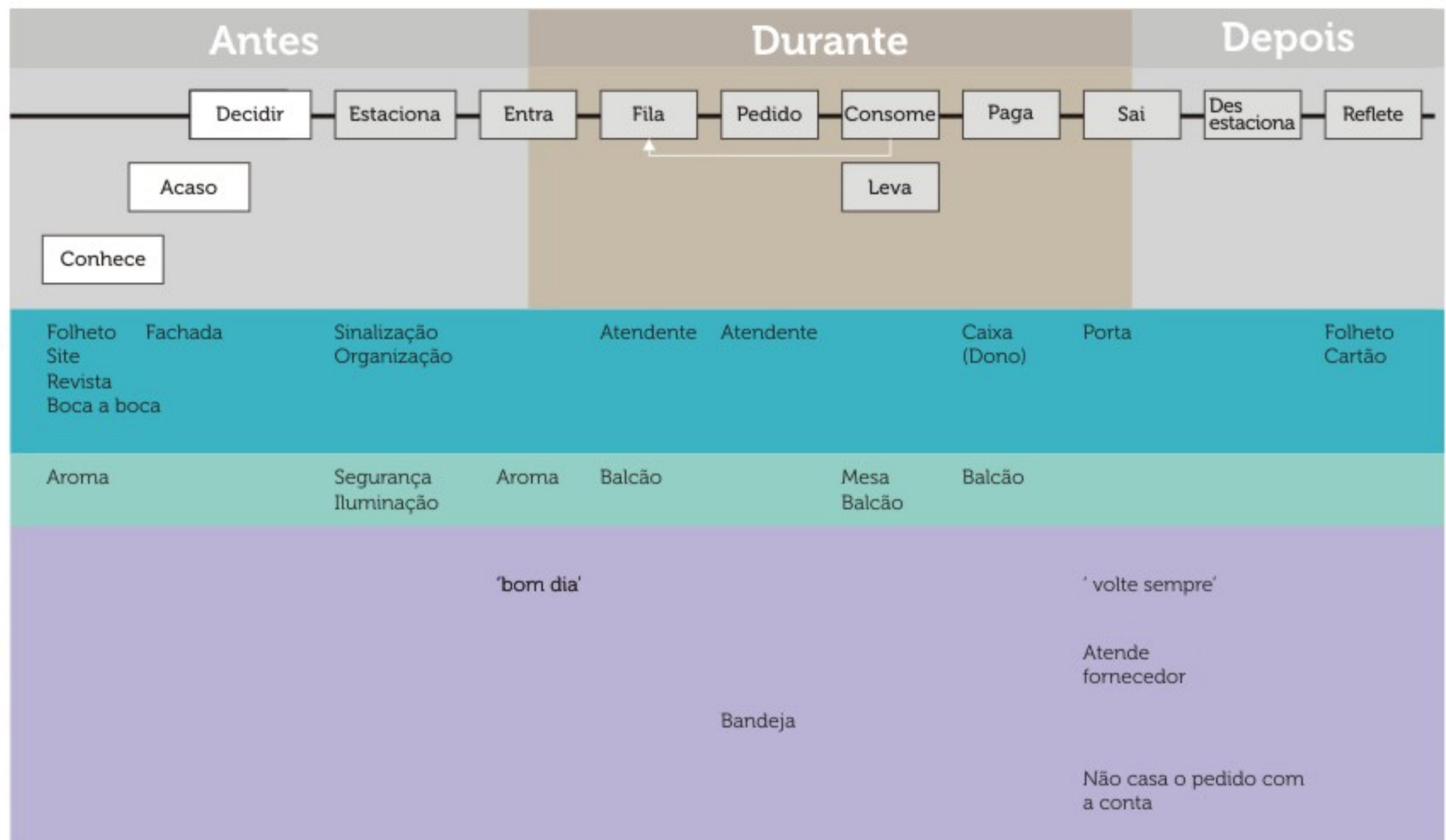
Customer Journey Mapping

Exemplo de aplicação em um café

Linha do tempo



Linha do tempo

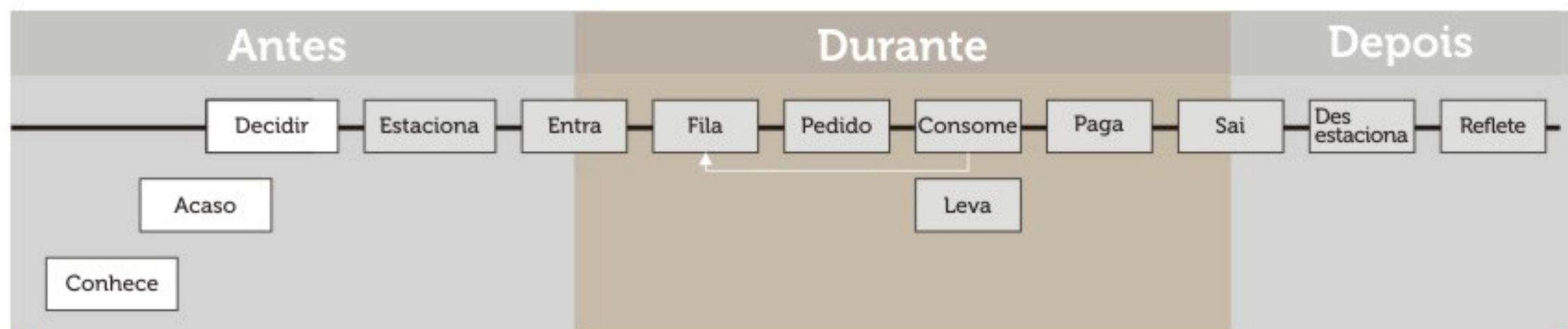


Touch Points

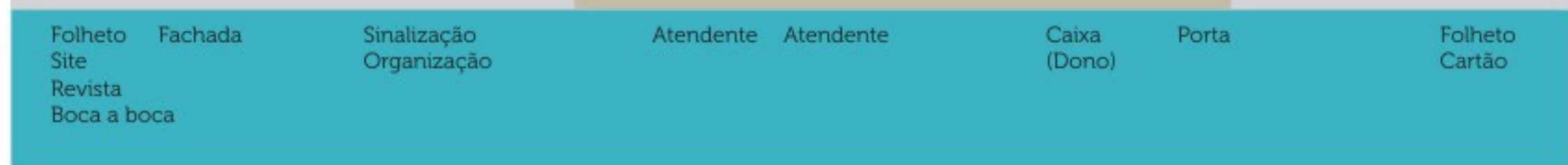
Pessoa
Espaço
Produto
Sistema

- Persona 1**
Idoso do bairro
- Persona 2**
Grávida
- Persona 3**
Apressadinho

Linha do tempo



Touch Points

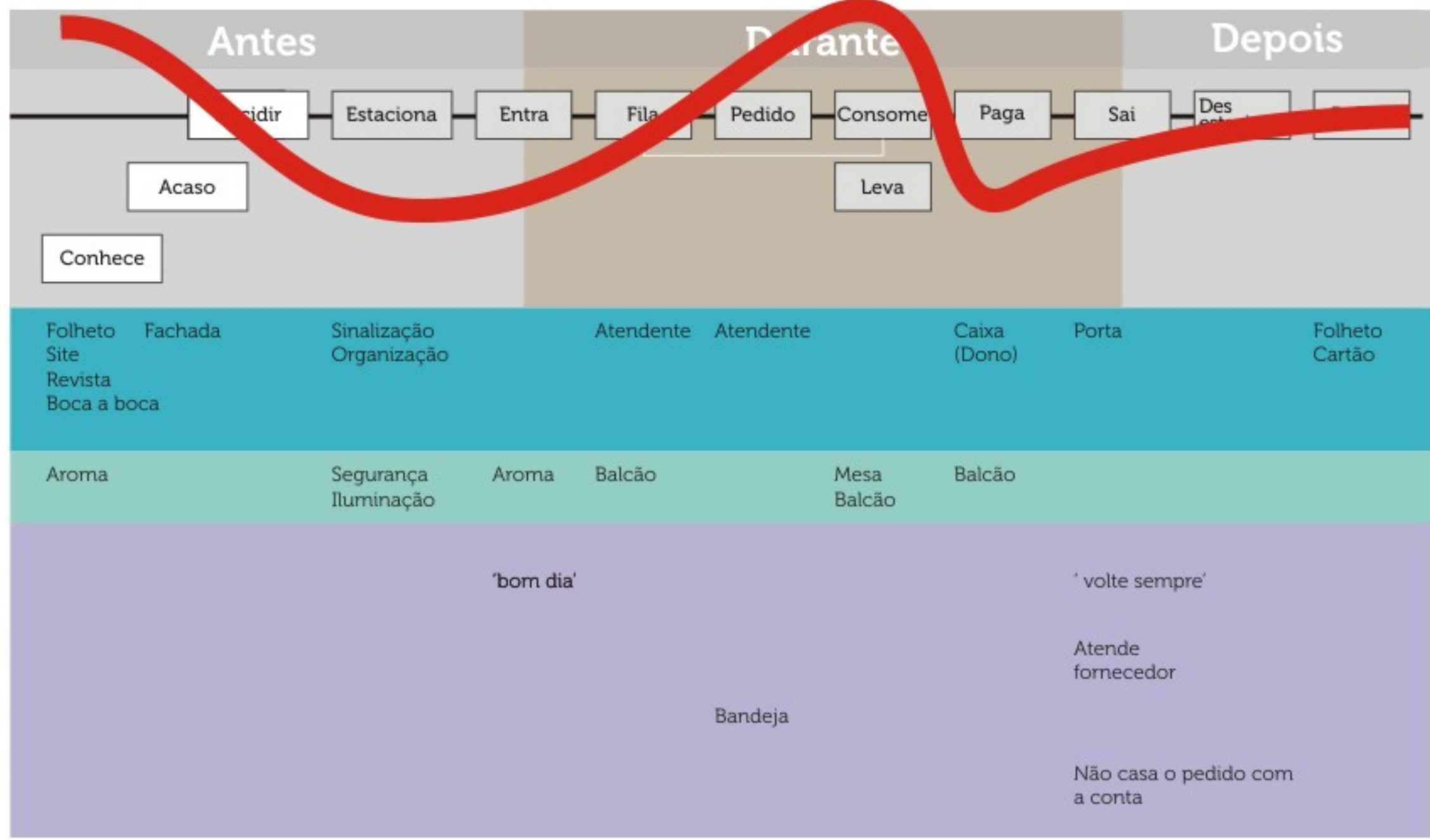


- Pessoa**
- Espaço**
- Produto**
- Sistema**



- Persona 1**
Idoso do bairro
- Persona 2**
Grávida
- Persona 3**
Apressadinho

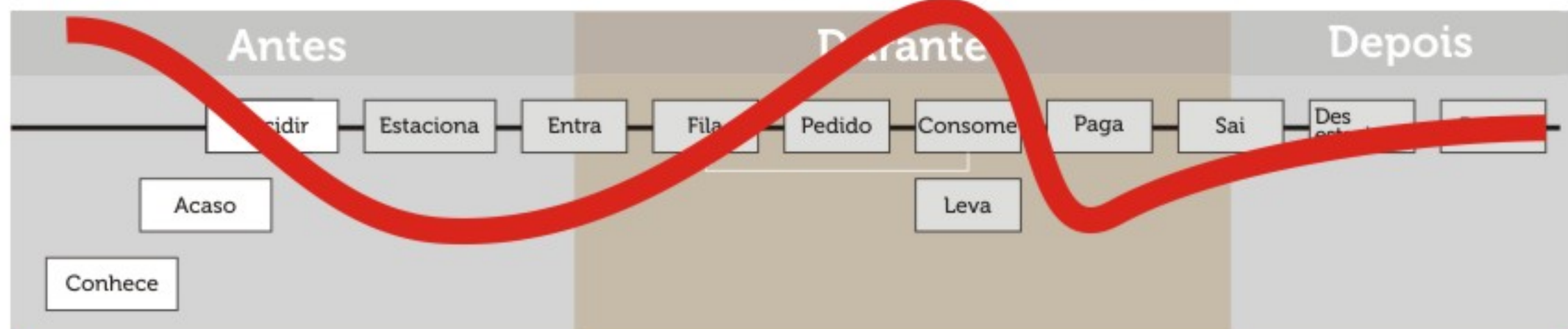
Linha do tempo



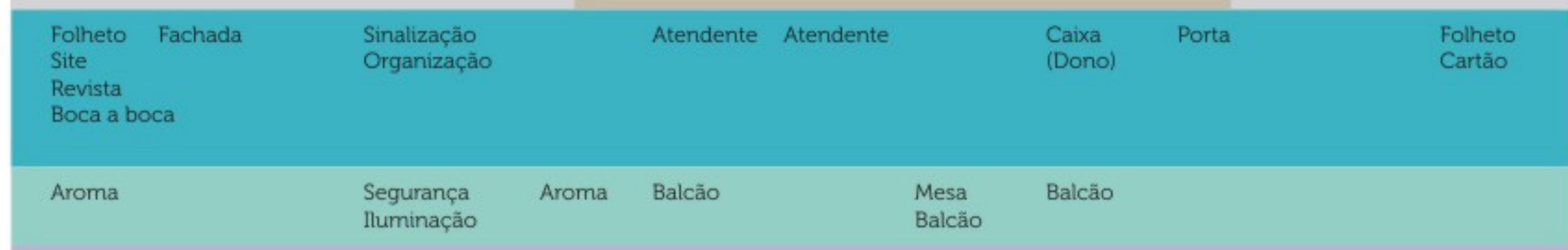
- Persona 1**
Idoso do bairro
- Persona 2**
Grávida
- Persona 3**
Apressadinho



Linha do tempo



Touch Points



Pessoa
Espaço
Produto
Sistema

