



- Understand Design Thinking – Concept and Applications
 - Analyze the various elements of Customer Journey Map to redesign Customer Experience
- You will create a customer journey map for live scenario

Live Online Course

Course Curriculum

- Design Thinking Overview
- Relevance of Journey Map
- What is Customer Journey Map?
- Process Map Vs Customer Journey Map
- Case Study: Creating Detailed Customer Journey
- Soft aspects of Journey Mapping & Next Steps
- Develop Customer Journey Map

Design Thinking & Customer Journey Mapping

Certificate of Completion

3 Interactive live sessions

Access to self-paced video content

Small batch size

Create your own customer journey

Complete Weekly Quiz & receive feedback

Participate in Peer & Instructor Evaluation

Instructor



Nilakanta Srinivasan
[Read More](#)

Duration

1 Month(3 weekly sessions + Project)

Price ₹3,000



Coupon Code: **CJMSPL#**

[Register Here](#)



Designers & Marketing Professional



Customer Service Professional



Digital Transformation Professional



Any One Working On New Idea



+91 91766 15766



suba@collaborat.com



www.collaborat.com