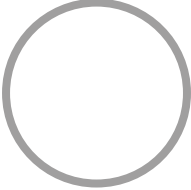


# NN/g CUSTOMER JOURNEY MAP TEMPLATE

 <p><b>PERSONA</b></p> <hr/>	<p><b>SCENARIO</b></p> <hr/>	<p><b>USER EXPECTATIONS</b></p> <hr/> <hr/>	
<p><b>PHASE 1</b></p> <hr/>	<p><b>PHASE 2</b></p> <hr/>	<p><b>PHASE 3</b></p> <hr/>	<p><b>PHASE 4</b></p> <hr/>
<p><b>DOING</b></p>			
<p><b>THINKING</b></p>			
<p><b>SAYING</b></p>			
<p><b>INSIGHTS</b></p> <hr/> <hr/> <hr/>		<p><b>INTERNAL OWNERSHIP</b></p> <hr/> <hr/> <hr/>	