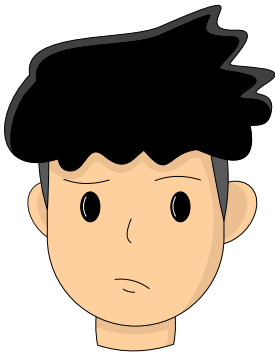


Customer journey



Scenario:

BEFORE

DURING

AFTER

Action

- 1.
- 2.
- 3.
- 4.

- 1.
- 2.
- 3.
- 4.

- 1.
- 2.
- 3.
- 4.

Thinking

Emotion

Opportunities