



Customer Journey

Some Experience **in Numbers**

100+ Programs per year

40+ Changing in motivational system

20+ Satisfied clients

52 Countries coverage

20+ Comparison analysis

Find out real points of interaction
of your customers with your product

What is a Customer Journey?

This is a step by step customer's path,
its interaction with the product.
Points of user interaction with the company.

**Our research and methodology are conducted
by a trained team and gives the opportunity to:**

- Receive in-depth interviews with your real customers;
- Find out your customer's archetypes and behavioral patterns;
- Find out insights and hidden problems with your customers interaction with product/company;
- Find best solutions which will cover all ways of customer interaction with product or company;
- Create the action plan that will cover all parties which are involved and influence on customer experience

Customer Journey advantages and values

01

Improve your customer experience.

The easier your customer interacts with product and reaches your company – the longer he stays with you, becomes your company promoter and more willingly makes additional purchase

02

Reveal how your customer's journey influence on your KPI's.

Find out where your company loses money for vain processes

03

Find the solution for your company problem by solving your customers problems.

Unite your internal departments while creating the action plan – the best way to establish communication. This is where synergy born.

04

Receive customer journey map

that is specifically for your company, find out how your company's customer archetypes behavior and adjust your processes to it

These are the elements which will be considered during the customer journey map:

01 All stages of interaction before, during and after the purchase

02 Map of all possible customers actions on each stage

03 All points of interactions for each customer archetype, on each stage

04 How you see the customer journey and how it really looks

05 Which problems you customers experience for each stage on interaction

Why Scheduling?



Database Of 450 000+
Variety Of Devices



Agile Approach
Day-to-day Scram Sessions



Real World Testing
Realistic measure of product performance



Fieldwork Speed
Quick Interaction



Online Statistics
Statistics Availability 24/7



Target Audience Selection
Unique opinions



POS Readiness Check
Global payment systems



Cheaper Than QA Engineer
Budget cut



Global Coverage
52+ Countries



Data Quality Check
Proofreading, Artefacts and Data quality check

Get Free Sample^o

of Customer Journey program and analytical report.

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