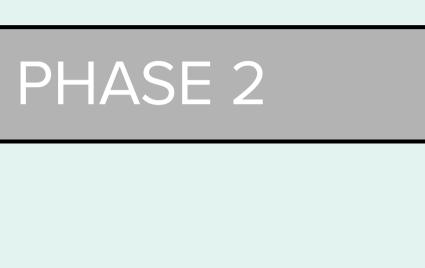
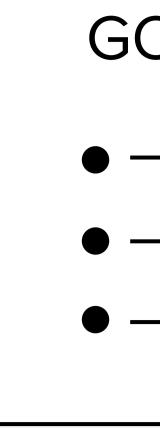




OPPORTUNITIES







GOALS and **EXPECTATIONS**

PHASE 3



OPPORTUNITIES

Reference: https://www.nngroup.com/articles/customer-journey-mapping/

