Service Design - Manage Phase Journey Map: Client & Charter Employee

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This Journey Map is a guide to show our team what research is required to complete the Service Design data points and user input. It is a high level map, estimating the primary phases of the Manage Journey. The research focus will be getting information on each action the client takes, shown below as the various touchpoints for both the client and the Charter employee. For each touchpoint/action there will be a corresponding "Channel" which in this context, means the tool used to get their task done. Channels can be singular or multiple, depending on the tool used to do the work, e.g., transactions could be done using a computer or a smartphone.

When a category like Acct Monitoring has multiple actions, I'll attach a note, as shown below, and give as much information as I can.

The Quotes/Pain Points and feelings should be ferreted out for each persona type: client and employee. The quotes used below are estimates and not verbatim findings.

Phases	Onboarding			Managing the Account					Support & Feedback				New Business
Channels	Computer	Online In Person	Computer	Computer or Smartphone?	Computer or Smartphone?	Phone	Computer or Smartphone?	Computer or Smartphone?	Ticket Forms, Email and phone	Feedback Forms and Email	FAQs, PDF, Chalk, Video	Computer or Smartphone?	Contract, Computer or Smartphone?
Touchpoints													
Client Actions	Register	Get Training	Acct Setup	Acct Monitoring	Acct Managing	IVR	Notifications	Transactions	Looking for Support	Feedback	Help Guides	Disconnect	New Business
Charter Actions	??	Give Training	Support	??	??	??	??	System and Support Ad Hoc?	Providing Support	Answering Feedback?	Who will provide the content and in what forms?	Support Technician process?	Sales support?
Quotes Pain Points Feelings	Is registration easy enough to do without assistance?	"There is no self serve training I can take."	"It would be good to get someone to confirm that I have this set up right. Can we get a video for training?"			"Improving the IVR menu would make it easier for me to use."		"Give me a way to do bulk transactions more efficiently."	"If I submit a ticket and you close it, stating that it's resolved, but it's not - wouldn't it be better to have me confirm that it's resolved?"	"I want to give feedback that I can see in a queue and check up on, regarding a favorable outcome."	"I'd like to see FAQs, video tutorials, a PDF guide or all the above."		"Why not give us profit-sharing options for innovation breakthroughs?"