Customer Support Journey Map

Company: Your Brand Here

Time	00:04	00:06	00:10	00:15	00:20	
Customer Journey	Submit ticket	Submit additional data	Chat with support	Confirm issue is resolved	Submit follow-up survey	
Customer-Facing **Frontstage**						
Employee Actions	N/A	N/A	Provide custom solution	Confirm no further issues	Review for CX analysis	
Technology	Automated ticketing system	Chatbot	N/A	N/A	Survey platform	
Behind the Scenes **Backstage Actions**					CX manager reviews	

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