








Customer Journey Map Format





FLORIDA HEALTH CARE CONNECTIONS


STAGE	<div style="display: flex; justify-content: space-between; align-items: center;"> Desc. 1 Desc. 2 Desc. 3 Desc. x </div>			
ACTIONS	<ul style="list-style-type: none"> Action description Action description 			
EMOTIONAL JOURNEY <div style="display: flex; align-items: center; justify-content: center; gap: 5px;">    </div>	●			
	●			
	●			
	●			
				
				
				
PAIN POINTS RESOLVED BASED ON NEW APPROACH	<ul style="list-style-type: none"> Description Description 			


TOUCHPOINTS


 Agent


 Email


 Web Portal


 Mail

 Text

 Virtual Agent

 IVR

 Chat

 Other?