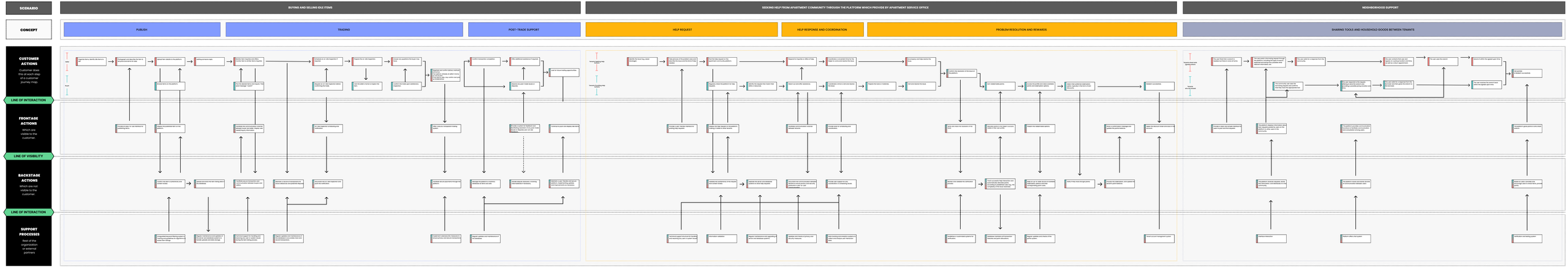
SCENARIO
BUYING AND SELLING IDLE ITEMS
SEEKING HELP FROM APARTMENT COMMUNITY THROUGH THE PLATFORM WHICH PROVIDE BY APARTMENT SERVICE OFFICE
NEIGHBORHOOD SUPPORT
CONCEPT
PUBLISH
TRADING
POST-TRADE SUPPORT
HELP REQUEST
HELP RESPONSE AND COORDINATION
PROBLEM RESOLUTION AND REWARDS
SHARING TOOLS AND HOUSEHOLD GOODS BETWEEN TENANTS
CUSTOMER ACTIONS
Customer does this at each step of a customer journey map.
FRONTAGE ACTIONS
Which are visible to the customer.
BACKSTAGE ACTIONS
Which are not visible to the customer.
SUPPORT PROCESSES
Rest of the organization or external partners
LINE OF INTERACTION
LINE OF VISIBILITY
LINE OF INTERACTION