

**Time**

**Artifacts**

**Customer Journey**

Receives Email from Eventbrite

Visits Eventbrite to browse session description and event details

Chooses a date and registers

Receives confirmation of registration from Eventbrite

Attends session

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

**Artifacts**

**Customer Journey**

Googles the restaurant for location and hours

Calls the restaurant to make a reservation

Goes to the restaurant

Reads the menu

Orders food and drinks

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

**Artifacts**

**Customer Journey**

Log onto MyAgent

Search available training opportunities

Submit training request

Receive approval to attend training

Attend training

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

**Artifacts**

**Customer Journey**

Receives voting information in the mail

Collects necessary paperwork and identification in order to vote

Goes to voting station

Receives ballot

Votes

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

**Artifacts**

**Customer Journey**

Calls Healthlink and is advised to go to the closest emergency room

Travels to the closest emergency room

Checks in with the nurse at the intake desk

Waits to be called in to see a doctor

Receives medical attention

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Buying Groceries at a Grocery Store**

**Service Blueprinting**

**Time**

**Artifacts**

**Customer Journey**

Visits grocery store

Picks up a grocery cart

Shops

Makes purchases with a cashier

Packs purchases to transport home

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

**Artifacts**

**Customer Journey**

Checks the Transit App for the train times

Walks to the LRT station

Purchases a ticket from the ticket machine

Waits on the platform for the train to arrive

Takes the train to the desired destination

**Line of Interaction**

**Front of House**

Employee Actions

Technology

**Line of Visibility**

**Back Stage Actions**

**Line of Internal Interaction**

**Support Processes**

**Time**

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**Artifacts**

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**Customer Journey**

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**Line of Interaction**



**Front of House**

Employee Actions  
Technology

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**Line of Visibility**



**Back Stage Actions**

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**Line of Internal Interaction**



**Support Processes**

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