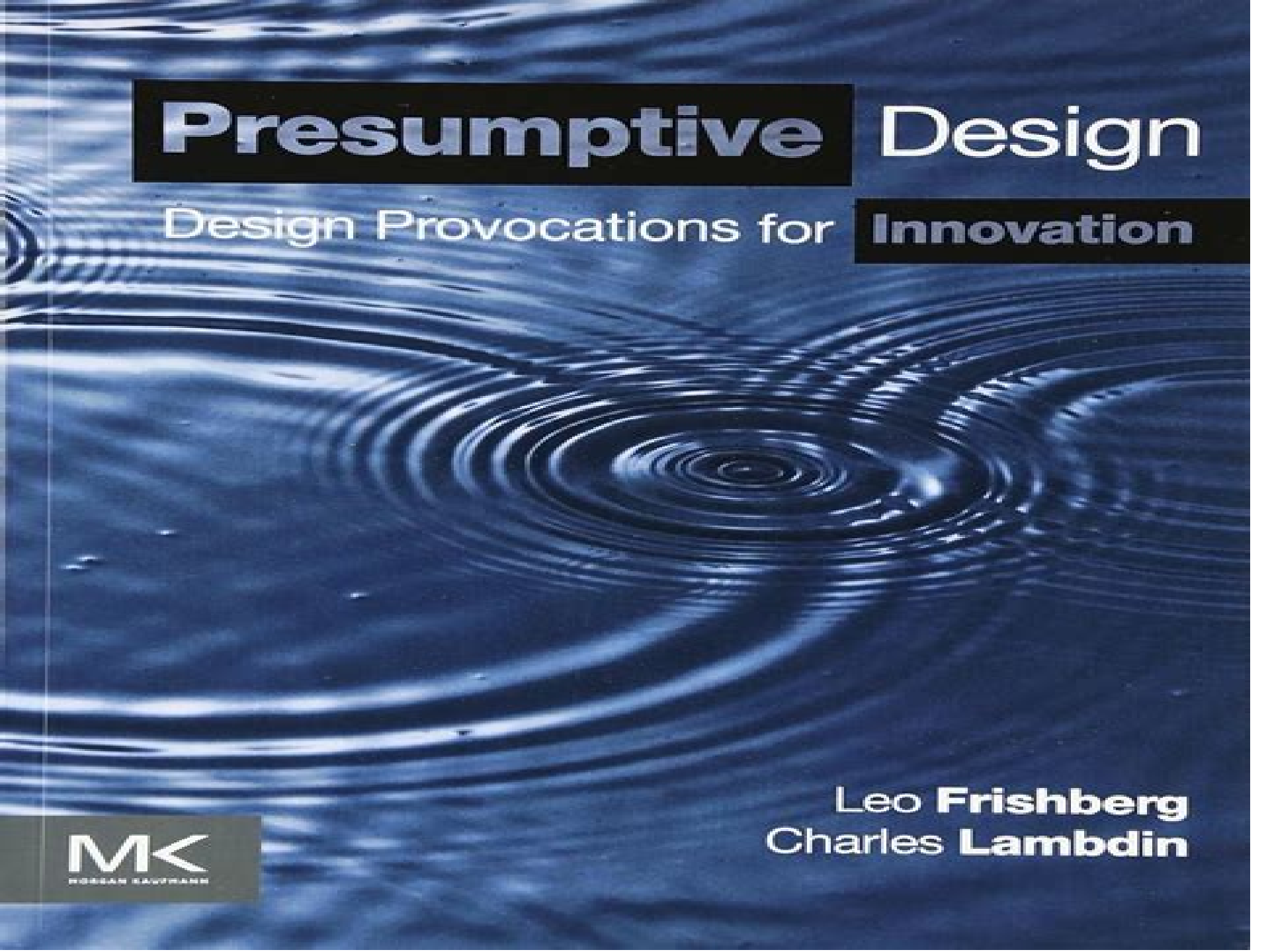




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Design Provocations for **Innovation**

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Mapping Experiences James Kalbach, 2020-11-23 Customers who have inconsistent experiences with products and services are understandably frustrated But it s worse for organizations that can t pinpoint the causes of these problems because they re too focused on processes This updated book shows your team how to use alignment diagrams to turn valuable customer observations into actionable insight With this powerful technique you can visually map existing customer experience and envision future solutions Designers product and brand managers marketing specialists and business owners will discover how experience diagramming helps you determine where business goals and customer perspectives intersect Armed with this insight you can provide the people you serve with real value Mapping experiences isn t just about product and service design it s about understanding the human condition Emphasize recent changes in business using the latest mapping techniques Create diagrams that account for multichannel experiences as well as ecosystem design Understand how facilitation is increasingly becoming part of mapping efforts shifting the focus from a deliverable to actionability Explore ways to apply mapping of all kinds to noncommercial settings such as helping victims of domestic violence [Mapping Experiences](#) Jim Kalbach, 2016-04-25 If you want to create products and services that provide real value you should first identify touchpoints areas where business and customer needs intersect This practical book shows you how Using various mapping techniques from UX design you ll learn how to turn customer observations into actionable insight for product design Author Jim Kalbach Principal UX Designer with Citrix introduces you to the principles behind alignment diagrams a class of

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