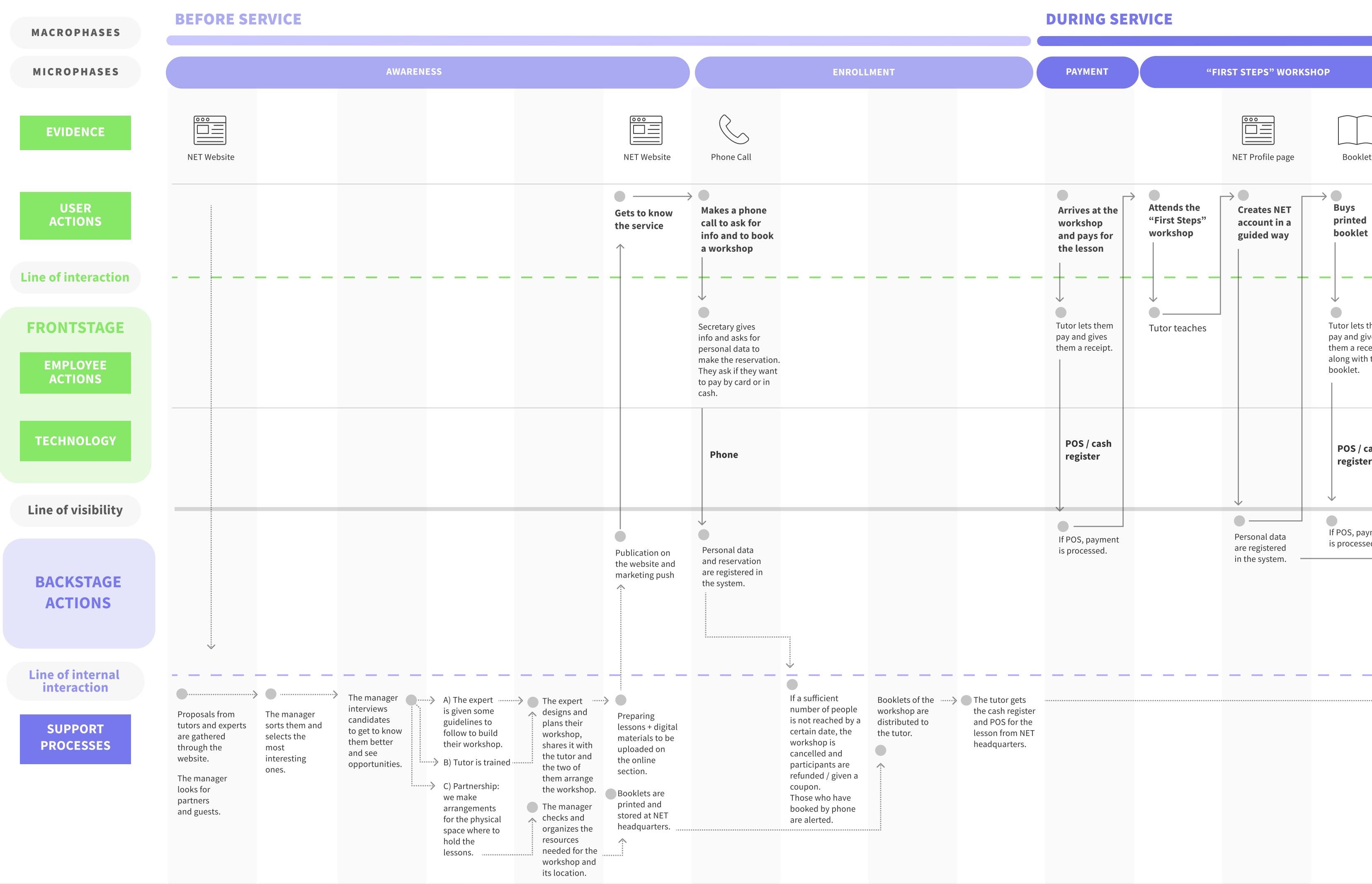
Service Blueprint N.B.: These are the interactions of a successful customer journey.



Group 5 | 21.12.2020 | FINAL SYNTHESIS DESIGN STUDIO SECT.2

		COURSE BENEFITS		PRACTICE		NEW SUBSCRIPTION			
let			NET Profile page	Booklet and online material	NET Website	E-mail			
d et			Finds online material	Practices with the follow up material	Logs on NET personal profile to book another workshop	Receives automatic email confirmation			
them gives eceipt h the									
cash er			NET website		NET website	E-mail inbox			
ayment sed.	The secretary receives the new credentials.	The secretary unlocks the online material for the new account.			Reservation is registered in the system and payment is received.				
		 Tutor takes cash register and POS back to NET headquarters. 				If a sufficient number of people is not reached by a certain date, the workshop is cancelled and participants are refunded / given a coupon. Those who have booked by phone are alerted.	Booklets of the workshop are distributed to tutor.	The tutor gets the cash register an POS for the less from NET headquarters. for the sudents who didn't pay online.	

