

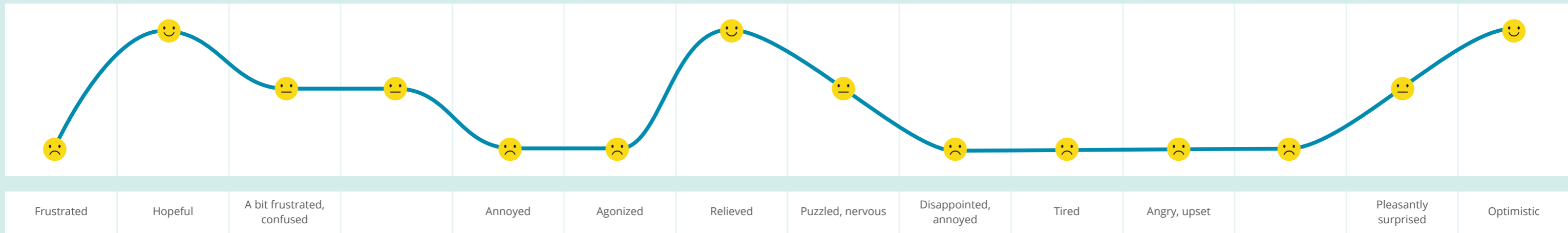
## 1 Touchpoints

Pre-service				Service						Post-service			
Three weeks before the new laptop arrives		Two weeks before the new laptop arrives		The new laptop arrives						The day after the new laptop has arrived			
My old laptop is getting really slow. This is impossible to work with.	I request a new laptop with my manager. She agrees I need a new one and tells me to contact the service desk.	I call the service desk and my colleague tells me to log a call in the self-service portal. I ask him how I should do that.	I submit the request for a new laptop in the relevant form.	A service desk colleague calls me asking about the requirements for my new laptop. I answer the questions.	After requesting the laptop and talking to the service desk, I don't hear anything for a while.	A service desk colleague sends me an email stating that my laptop is ready to pick up.	I pick up my laptop at the service desk and give them my old laptop. I ask what happens to the files on my old laptop.	The service desk agent asks if I've made a back-up. I haven't. I have to leave both laptops behind for the rest of the day to have the files transferred.	I return to my desk without a laptop. The rest of the day I try to work using someone else's laptop and my smartphone.	At the end of the day I pick up my new laptop at the service desk.	The next day I want to start working, but I notice that Photoshop isn't installed on the new laptop. I need that to finish my task.	I go back to ask the service desk to help me install Photoshop. It takes about 30 minutes, so I wait at the service desk.	I return to my desk with a functioning new laptop and resume my work.

## 2 Means of communication

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## 3 Emotion scores



## 4 Pain points

The laptop is slow and it interferes with Vera's ability to do her work.	Vera doesn't know how she should log a call in the self-service portal.	Vera wasn't expecting she had to answer these questions at this point.	Vera doesn't know the status of her request.	Vera wasn't aware that she had to back up her own data.	Vera can't do a lot of work without a computer.	Vera has her new laptop but still can't do her work properly.
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## 5 Opportunities

<p>Proactively replace laptops when they are expected to get slow or show other issues.</p> <p>Ask for all the information you'll need when the incident is filed.</p> <p>Communicate how long a process will take (or state that you don't know yet) to your customer. Keep them informed on the progress.</p>	<p>With the request for the replacement of the laptop, tell the customer what they should do with their data so they can arrange a backup in time. Or tell them that you will transfer the data for them and reserve time to do this on that day.</p> <p>Offer the user another device to use while you work on theirs.</p>	<p>Take a moment to go over all the details when you deliver a new device. Are all the files transferred? Are all the necessary applications installed? Does the customer have any other questions?</p>
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