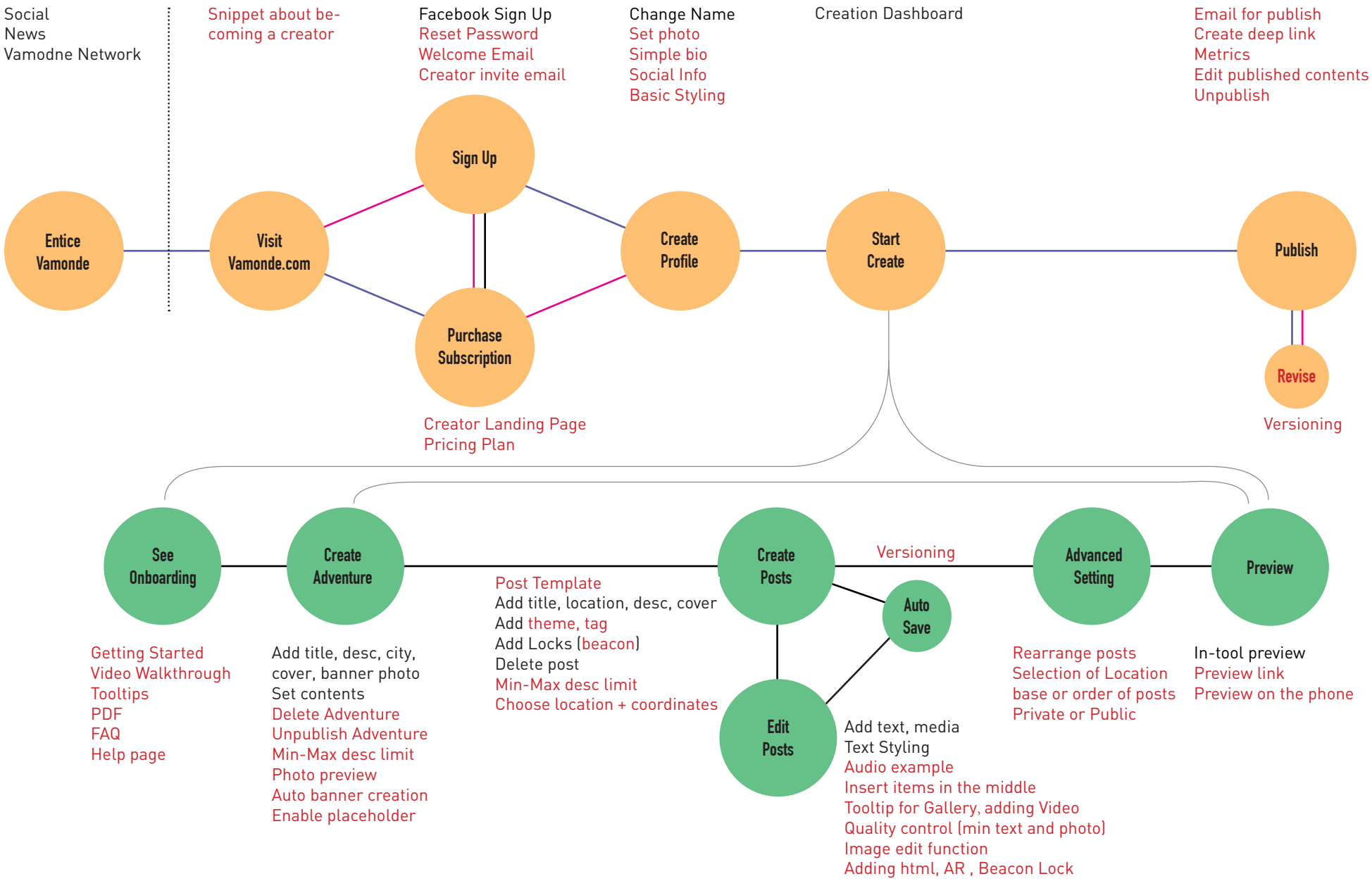# Customer Journey Map