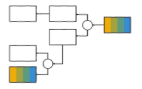




**Solution Architecture**

Training Academy



# SAP Signavio Customer Journey Modeler

## Course Outline



- Create Stages and Steps
- Add an image library searchable by file name and image previews
- Create touchpoints
- Indicate Customer sentiment from five-point scale graph
- Link processes, IT Systems and Organisations involved in the journey
- Embed external widgets
- Embed widgets directly from SAP Signavio PI

## What will you Learn



This course is designed to build a centralised real-time view of Customer Experience and link journeys with Business Processes, IT applications and roles.

You will be able to understand interdependencies between customer sentiment and moments of truth and identify critical Customer employee interaction points.

## Who Should Attend



- Business Analysts
- Business Process Experts

## Duration

- 1 Day



Process Insights



Process Intelligence



Process Manager



Process Governance

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**Solution Architecture**  
Success Through Design...

**SAP Signavio**

