

Welcome to [Your Company Name]

Dear [Client's Name],

Thank you for choosing us to assist you with your customer journey mapping project. We are excited to start this collaborative process with you and are committed to providing you with the insights and strategies you need.

Next Steps:

1. **Kick-off Call:** We will schedule a call on [Date] at [Time] to discuss your goals and expectations.
2. **Information Gathering:** Please complete the attached questionnaire to help us understand your current customer journey.
3. **Project Timeline:** We will provide a detailed timeline after our initial discussion.

Key Contacts:

Throughout this project, you can reach out to us at any time:

- [Your Name] - [Your Email] - [Your Phone Number]
- [Project Manager's Name] - [Project Manager's Email]

We look forward to partnering with you!

Best regards,

[Your Name]
[Your Job Title]
[Your Company Name]
[Your Company Website]