

Freelance Customer Journey Mapping Progress Update

Date: [Insert Date]

Dear [Client's Name],

I hope this message finds you well. I wanted to take a moment to provide you with an update on the progress of the customer journey mapping project.

Project Overview

As we discussed, the primary focus of this project is to identify and analyze the various touchpoints in your customer's journey.

Progress Summary

- Completion of initial stakeholder interviews
- Analysis of existing customer data
- Development of preliminary journey maps

Next Steps

The next steps will include:

1. Conducting workshops to refine the journey maps
2. Gathering feedback from key stakeholders
3. Finalizing the customer journey maps for presentation

Please let me know if you have any questions or if there's anything you would like to discuss in more detail. Thank you for your continued partnership, and I look forward to your feedback.

Best regards,

[Your Name]

[Your Contact Information]