

# Invitation to Participate in Our Customer Journey Mapping Project

Dear [Recipient's Name],

We are excited to announce a new initiative aimed at enhancing our customer experience through a Customer Journey Mapping Project. Your insights and experiences as a valued customer are crucial in helping us understand the various touchpoints of our service.

We invite you to participate in this project, which involves sharing your feedback in a series of workshops and discussions. Your contributions will directly influence how we improve our services and better meet your needs.

## Project Details:

- **Date:** [Insert Date]
- **Time:** [Insert Time]
- **Location:** [Insert Location/Virtual Link]

Please confirm your participation by [Insert RSVP Date] by replying to this email or contacting us at [Insert Contact Information].

Thank you for considering this opportunity to shape your customer experience with us!

Sincerely,

[Your Name]

[Your Position]

[Your Company]

[Your Contact Information]