

Client Journey Mapping Collaboration Outline

Date: [Insert Date]

To: [Client's Name]

From: [Your Name/Your Company]

Subject: Collaboration on Client Journey Mapping

Introduction

Dear [Client's Name],

We are excited to embark on a collaborative journey to map the client experience for [Project/Service Name]. This outline serves as a framework for our discussions and activities moving forward.

Objectives

- Identify key touchpoints in the client journey.
- Understand client needs and pain points.
- Enhance overall client satisfaction and engagement.

Collaboration Process

1. Initial Kick-off Meeting
2. Data Collection and Analysis
3. Client Journey Mapping Workshop
4. Feedback and Iteration Session
5. Final Presentation of Journey Map

Timeline

We propose the following timeline for our collaboration:

- Week 1: Kick-off Meeting
- Week 2-3: Data Collection
- Week 4: Workshop
- Week 5: Feedback Session
- Week 6: Final Presentation

Next Steps

Please review this outline and provide your feedback or suggestions. We look forward to your insights and confirmation for scheduling our initial meeting.

Best regards,
[Your Name]
[Your Job Title]
[Your Company]