

## **DATA MAPPING**

**Duration: 2-3 days**

Once the AS IS and TO BE Customer Journey Map is completed, please prepare the Data Mapping document. Kindly send to us once completed.

Since we have finalized that we are going to use an open-source ticketing system - FreshDesk, you can explore the ticketing system online and see what are the important fields that we must have. You can also go back to our previous documents and details that we have shared with you to get a grasp of what our clients need in terms of data fields.

Please also research a template for Data Mapping which is easily understandable and formatted properly.

Should there be any questions, please let me know. Thanks!