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Product

Journey Map Builder

Latest Version: JMB v1.4

Release Date: 2024-05-14

Highlight

A "Simple User Journey Map Builder" built on the Salesforce platform offers a user-friendly interface for designing, visualizing, and managing customer journeys.

Documentation

It empowers businesses to create compelling and personalized customer experiences by visually designing, managing, and optimizing customer journeys within the Salesforce ecosystem.

Key Highlights:

- Visual Journey Mapping
- Integration with Salesforce Data
- Analytics and Scalability
- Security and Compliance

Namespace: pscjmb

Custom Objects

- Master: Journey_Map__c
- Child: Journey_Map_Phase__c

Permission Sets

- Journey Map Builder Admin

Lightning Component

- LWC:** journeyMapTable
- Aura:** PSC_JourneyMap (Visible Component in App Builder)

App Builder Visible Managed Component

- Label :** PSC Journey Map Document
- Design Attribute:** paletteColor=blue,cloud-blue,green,hot-orange,indigo,orange,pink,purple,red,teal,violet,yellow,neutral (Select One)

Installation Steps and Usage

1. Install from installation url (it's a managed package)
2. After installation, add users to Journey Map Builder Admin permission sets (most elevated) or create your own permission for discounted permissions.
3. Search for Journey Maps Tab in the App Launcher.
4. Add Journey Map and related Journey Map Phases records.
5. Notice the Journey Map Document Tab for visual representation of simple user journey map

About US

We specialise in empowering our customer’s business growth through a comprehensive suite of products and related services on Salesforce platform. Our commitment lies in offering strategic product solutions and expert product development consultancy tailored to meet the unique needs of your enterprise.

At the core of our philosophy is the conviction that the success of business attaches with the timely and high-quality delivery to customers. Without the right tools and an improved worker’s experience, attaining success becomes a tiring task. Operational activities can often become a juggling act for workers, making it challenging to prioritise and focus on meeting customer requirements, particularly in the context of transformative projects. We understand the pivotal role that a seamless blend of worker expertise and efficient tools plays in achieving successful outcomes for our clients. Drawing on our extensive experience in consulting services within the Salesforce ecosystem, we comprehend the challenges and have pioneered tools that elevate your workers' experience. This, in turn, results in a heightened customer experience, fostering repeated business.