

New Contract & Order.

Telco Customer Journey

1. Awareness

Message
Telco 4 you
Hi Mandy, your contract is coming to an end, you can choose a new smartphone! [Click here](#) for more info.

2. Research

Smartphones



4. Notification

Message
Telco 4 you
Hi Mandy, **Pink Phone** is back in stock! Order it directly with your new contract.

Telco 4 you
Order your Pink Phone here.
[Order](#) [Details](#)

Hi, I am Phil!

3. Contact

Customer Service

When is the Pink Phone back in stock?

Hi Mandy, I see it's not available soon

I will let you know via a notification when the Pink Phone is in stock again.

Okay, thank you!

Type your text here...

Send

Out of stock

Thanks!

5. Order

6. Confirmation

Message

Telco 4 you
Hi Mandy, thank you for your order. We will get on it right away!

Mail
New Contract & Phone
From: Adam@telco4you.com

Message

Telco 4 you
Hi Mandy, your Pink Phone is on its way! As soon as you get it your new contract will start.

7. Delivery

ID Card
Mandy
05739967498

8. Retention

WhatsApp

Telco 4 you
Hello Mandy, everthing okay with your new phone? Here are some tips for a jump start!