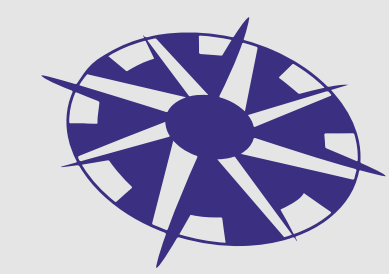


Customer Experience Journey Map



BLGroup



WOW



DISFRUTABLE



SATISFECHO



INTRASCENDENTE



DECEPCIONADO



INSATISFECHO



MOLESTO

