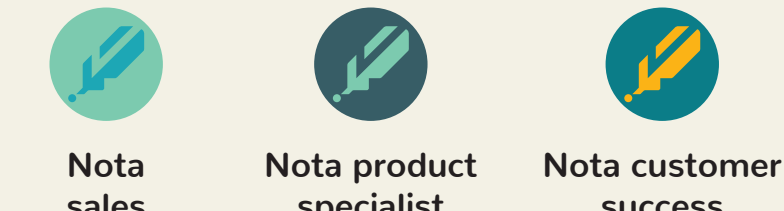
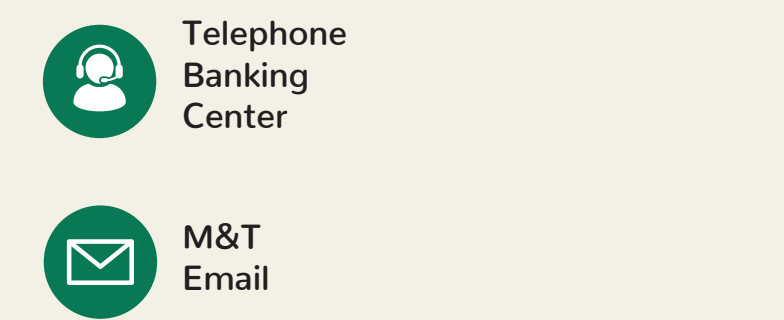


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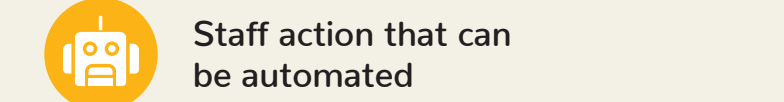
STAFF



TOUCHPOINTS



OTHER



Concierge account opening process
As performed by M&T BM during opening of new Nota customer account



Tools under review

USER FLOW

These are the activities and stages of the user journey.

TOUCHPOINTS

This is everything the user comes into contact with. It might be digital, such as an app or might be physical object such as a printout.

ON STAGE ACTIONS

What the employees are doing that the user is exposed to.

ON STAGE

OFF STAGE

OFF STAGE ACTIONS

What the employees are doing in the background, that the user is not exposed to.

SUPPORT SYSTEMS & PROCESS

Back-end IT systems.

Nota Beta Service Blueprint

