

Journey Mapping

Get real-time, high-quality insights at every step of the buyer journey using a mobile-first, conversational research approach.

WHITE GLOVE JOURNEY MAPPING FOR MODERN BRANDS

1 Longitudinal Learning

Engage real people for ongoing engagement and real-time feedback using modern channels like social media, QR codes and CRM.

2 Deeper, More Accurate Insights

Combine quant, qual and video in one research exercise to get more contextual feedback.

3 Text-Triggered Exercises

Mobile text notifications enable seamless multi-phased research that uncovers nuances along the journey.

4 Actionable Reporting

Use Reach3's suite of deliverables - from real-time mobile deliverables to curated interactive journey maps - to inspire action.

KEEP UP WITH THE COMPLEX CUSTOMER JOURNEY

Uncover what's really driving behaviors

Reach3's Consumer Journey Mapping solution is designed to help research teams, marketers and CX pros get closer to key moments of truth and better understand the path to purchase.

AWARD-WINNING SUITE OF DELIVERABLES

Real-Time Insights

24/7 access to real-time reports and topline to keep your team updated in real-time

Curated Journey Maps

Visually engaging, interactive journey maps help to socialize the findings among key stakeholders

Flexible Dashboards

Curated digital stories can speak to the unique needs of different stakeholder teams

Customer Videos

Video reels bring the voice of the customer into the boardroom and bring your insights to life