

Service Blueprint Canvas 1.0

Create service blueprints with ease.

Knowledge partner: www.presentmedia.nl

Find more canvasses, online workshops, workshop facilitators and knowledge on: www.knowledge.li

PRESENT
MEDIA
/ONLINE
STRATEGISTS

Workshop name

Date

Iteration No.



Online/physical evidence



Customer actions



LINE OF INTERACTION



Front of stage interactions

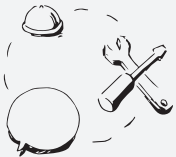


LINE OF VISIBILITY



Back of stage interactions

LINE OF INTERNAL INTERACTION



Support processes & systems