**Mobile Wallet User Journey Maps in Design Documentation**

**Project Timeline:** January 2024 – March 2024 (Design Phase)

**Description:**  
User journey maps were created to visualize the end-to-end customer experience with the mobile wallet feature. This included registration, KYC verification, transaction initiation, confirmation, and dispute resolution processes.

**Details:**

* Mapped all interaction channels: mobile app, USSD, and SMS.
* Included key compliance checkpoints such as KYC data capture and transaction limits enforcement.
* Collaborated with UX designers and compliance officers to ensure regulatory alignment and user-friendly flows.

**Purpose:**  
To ensure smooth user experience while embedding security and compliance measures seamlessly.