

User journey

by the Design Team of Accenture Interactive NL



People
2-9



Time
30 min



Difficulty
Beginner

<div>1</div> <div>Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Open the Site link and Read its Description</div>	<div>Read the Guidelines of the Site</div>	<div>Paste the Link that you have to verify in the given Input Box</div>	<div>Check the Result and Exit</div>
<div>2</div> <div>Steps</div> <div>Detailed actions your user has to perform</div>	<div>Click the link</div> <div>Open the site in the browser</div> <div>Read about web phishing</div>	<div>Scroll down to view the guidelines</div> <div>Read the steps to be followed</div> <div>View the demo video</div>	<div>Copy the link that needs to be verified</div> <div>Paste it in the given input box</div> <div>Wait for the output</div>	<div>View the output</div> <div>If it is a phishing site read the precaution</div> <div>Exit the site</div>
<div>Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div>Curiosity</div>	<div>Better understanding</div> <div>Motivated</div>	<div>Anticipation</div> <div>Curiosity</div>	<div>Relief</div> <div>Good knowledge about phishing</div> <div>Awareness</div>
<div>Pain points</div> <div>Problems your user runs into</div>	<div>Site may Take Time to Load</div> <div>Browser may not Support to the Site</div>	<div>May have Doubts</div> <div>Internet Problems</div>	<div>Output may Take Time to Load</div>	
<div>Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div>Mention the supporting browsers</div>	<div>Add FAQs in the site</div> <div>If doubt occurs send query</div>	<div>Improve UI</div>	<div>Make the site mobile responsive</div>

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