

**User journey**

by the Design Team of Accenture Interactive NL

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**People**

2–9

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**Time**

30 min

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**Difficulty**

Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. 🔎





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| **1 Phases**  High-level steps your user needs to accomplish from start to finish | **Open the Site link and Read its Description** | **Read the Guidelines of the Site** | **Paste the Link that you have to verify in the given Input Box** | **Check the Result and Exit** |
|  | | | | |
| **2 Steps**  Detailed actions your user has to perform | **Click the Open the Read about**  **link site in the web**  **browser phishing** | **Scroll Read the View the down to steps to be demo view the followed video**  **guidelines** | **Copy the Paste it in**  **link that the given Wait for**  **needs to input box the output**  **be verified** | **If it is a**  **View the phishing Exit the**  **output site read the site**  **precaution** |
|  | | | | |
| **3 Feelings**  What your user might be thinking and feeling at the moment | **Curiosity** | **Better Motivated**  **understanding** | **Anticipation Curiosity** | **Good**  **Relief knowledge Awareness**  **about**  **phishing** |
| **Confusion Fear** | **Fear** | **Fear** |  |
|  | | | | |
| **4 Pain points**  Problems your user runs into | **Site may Browser**  **Take Time may not**  **to Load Support to**  **the Site** | **May have Internet**  **Doubts Problems** | **Output may Take Time to Load** |  |
|  | | | | |
| **5 Opportunities**  Potential improvements or enhancements to the experience | **Mention the supporting browsers** | **If doubt**  **Add FAQs occurs**  **in the site send query** | **Improve UI** | **Make the site mobile responsive** |