User journey

by the Design Team of Accenture Interactive NL

People	Time	Difficulty
5	30 min	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.

❶ Phases
High-level steps your user needs to accomplish from start to finish

System and Camera Compatibility check	Open Web App	Capture or upload hand gestures	Sterile browsing of images

❷ Steps
Detailed actions your user has to perform

Check camera health · Check system health · Verify camera resolution	View how to use app · Navigation controls of app	Start the web app to upload image · Start the web app to upload image	Predict the action using model · Label the action identified

❸ Feelings
What your user might be thinking and feeling at the moment

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Surprised · Curious	Aesthetic · User Friendly	Happy · Satisfied · Helped	Analytical · Eager

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Anxiety · Uncertain	Perplexed · Annoyed	Scared · Fear	Confused · Doubtful

❹ Pain points
Problems your user runs into

Feels unnecessary	User is new to Interface · Hard to use app due to bad UI	More gestures to remember · Bad image quality yields poor result	Incorrect recognition · Wrong mapping of gesture to image

❺ Opportunities
Potential improvements or enhancements to the experience

Small procedure to avoid overhead · Convert to background process · Avoid interacting for system check	Better onboarding process	Easier navigation between the available modes	Easier method to comprehend actions · Easier method to comprehend actions

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