







People 2-9

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. \triangleright

1 Phases High-level steps your user needs to accomplish from start to finish	Searching and ordering a product	Payment	Delivery of the product	Feedback of the product
2 Steps Detailed actions your user has to perform	Visit the working from other users Analyse the Understand the working principle of the product	Initiate payment process Online payment or credit card billing Confirmation message through sms	Notifying shipping status through sms Delivery product to the concerned user	Understanding the manual guidelines Effective usage of the product personal information
Feelings What your user might be thinking and feeling at the moment	Satisfied with customer's reviews Satisfied with the technologies used Satisfied with the usage	Multiple mode of payment Security payment Refund the transaction made incase any transaction failure occurs	GPS tracking of the product product location Secured shipping Proper product handling until the product reaches the user	Product efficiency Product facility satisfaction Enthralled by the built in technologies
	feel insecure if you have doubt on the quality of the product feedback on the product	Incase of any trust issues Facing cybercrime to server issues Transaction failure due to server issues	Damage in product product during delivery Incorrect product quality	Poor funcionality Limited Lack of product usage knowledge