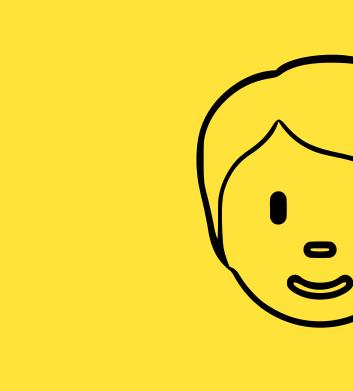
## User journey by the Design Team of Accenture Interactive NL











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

ENGAGE

## 2 Steps

Detailed actions your user has to perform

account creation

browsing products

providing credentials username,email and password

start purchase of a product in bulk

enter payment payment in advance)

confirm payment and product to be

movement of goods from the hub to the users location communication with the supplier and mover regarding the transport of goods

the users can locate
where the products
purchased are
currently located in
transit to their location

checking product quality and

products in user's location

email

At each step, what is a person's primary goals or motivation?

privacy and find my desired data security product

the purchase of a product

without

of product and if the product is

payment