

User journey map

People
2-9

Time
30 min

Difficulty
Beginner

Team ID - PNT2022TMID04164
Project Name - AI based discourse for Banking Industry
Maximum Marks- 4 Marks

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|--|---|--|---|--|
| <div><div>🕒</div><div>Phases</div><div>High-level steps your user needs to accomplish from start to finish</div></div> | <div>Customer registration</div> | <div>Open Chat bot for queries</div> | <div>User queries</div> | <div>Answers to the query</div> |
| <div><div>2</div><div>Steps</div><div>Detailed actions your user has to perform</div></div> | <div><div>Checking if the customer is already having an account</div><div>Register using customer details and login using username and password</div></div> | <div><div>The software device should be compatible</div><div>The software device should have good network connectivity</div></div> | <div><div>Asking user all bank related queries</div><div>Can use the FAQs to easily access the queries</div></div> | <div>Answering the exact solution to the query</div> |
| <div><div>3</div><div>Feelings</div><div>What your user might be thinking and feeling at the moment</div><div><div>👍</div><div>👎</div></div></div> | <div>Happy</div> | <div>Happy</div> | <div>Relaxed</div> | <div>Fulfillment</div> |
| | <div>Sorrowful</div> | <div>Unhappy</div> <div>Confused</div> | <div>Unhappy</div> | <div>Sorrowful</div> |
| <div><div>4</div><div>Pain points</div><div>Problems your user runs into</div></div> | <div>During the user forgot username password</div> | <div>Worried if the chatbot is not working</div> <div>Confused if the chatbot is compatible in that user browser</div> | <div>During any problem in the query</div> | <div>Not able to answer the query</div> |
| <div><div>5</div><div>Opportunities</div><div>Potential improvements or enhancements to the experience</div></div> | <div>Can able to retrieve the password using forgot password</div> | <div>Providing chat bot effective and compatible in any browser</div> | <div>It provides auto Correction of the query</div> <div>It also provides the indication of problem in that query</div> | <div>Improve the efficiency of the chatbot</div> <div><div></div><div></div></div> |

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