







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. \wp

The Phases High-level steps your user needs to accomplish from start to finish	Open Chatbot in any browser	User Registration	Asking your queries	Solutions to the query
2 Steps Detailed actions your user has to perform	The device should have network connection for the device	Verifying whether the customer is having an account in the respective bank Register and login using username and password	Ask query in the chatbot asked queries	Providing the solution for customer query
Feelings What your user might be thinking and feeling at the moment	Excited	Нарру	Нарру	Satisfied
	Stressed	Worried Confused	Worried	Unsatisfied