

# User journey

by the Design Team of Accenture Interactive NL



People  
2–9



Time  
30 min



Difficulty  
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.

<div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Enter all the details in the form.</div>	<div>Click submit button</div>	<div>It leads to the prediction page.</div>
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>Enter the flight number, arrival, departure time etc.</div>	<div>Then click submit to get the output.</div>	<div>In the prediction page the user will get the output based on the inputs entered.</div>
<div><div>3</div><div>Feelings</div></div> <div>What your user might be thinking and feeling at the moment</div> <div><div></div><div></div></div>	<div>Fast prediction</div>	<div>Delay time display</div>	<div>Obtain immediate outcomes</div>
	<div>Requires flight details</div>	<div>Waiting time</div>	<div>Change of plans</div>
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	<div>Will the prediction be accurate?</div>	<div>Is it reliable?</div>	<div>Can i utilize this to all airline companies?</div>
<div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	<div>Creating interface in such a way it provides quick add features</div>	<div>Readily accessible</div>	<div>Predictions can be made frequently</div>

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