







Creating a user journey is a quick way to help gain a deeper understanding of the user point of view. The information added here are representative of the observations and research done about the users.

1 PHASES  Phases user goes through from start to finish	KNOW	ENTER	ENGAGE	EXIT
STEPS  ctions user will have to perform	BROWSE WEB IN SEARCH OF A WEBSITE  TO BUY SECOND HAND CARS CAR	REGISTER A LOGIN USING EXPLORE THE NEW REGISTERED RESOURSES ACCOUNT CREDENTIALS AVAILABLE	PERSONLIZE THEIR OWN PROFILES  SELLERS ADVERTISE PREDICT THE RESALE VALUE	LOGOUT SOLD THEIR BOUGHT NEW CARS
3 VIEWS  What your user thinks and feels at the moment	FRUSTRATED UNTIL A WEBSITE IS FOUND  CAR VALUE DECREASING ON DELAY  EXPENSIVE	HOW DO I BECOME A MEMBER OF THE WEBSITE  HOW DO I ACCESS THE ACCOUNT  HOW DO I USE ITS RESOURSES	WILL I HAVE MY OWN ABLE TO UNIQUE TRADE SPACE BUYERS WILL I BE ABLE TO ABLE TO REACH SELLERS	WILL I BE ABLE TO BE SOLD FOR CAR FOR A BROWSE DIVERSELY  COST  WILL I GET A RESONABLE PRICE
	ABLE TO FIND	ABLE TO	ABLE TO ABLE TO GET ABLE TO GET	