

User journey

by the Design Team at Architecture Interiors NL



Phases

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

Login
register

Get the
email

Analyse
expenses

Logout their
application

Steps

Detailed actions your user has to perform

Visit website
or app

Connect
your bank
account
number

Tracking
income and
expenses

Start a limit for
the amount to
be used for
particular
months

Email
confirmation

Email
reminder

Get better
understanding
of expenses

Payments
and
invoices

Experience
the
application

Leave the
application

Prompt
for review

Feelings

What your user might be thinking and feeling at the moment



Easy to
maintain
their
application

Access
anywhere,
anytime

No more
data loss

Notifications
help
positively

Better
spending
awareness

Easy
alert

They can
able to track
their account
details

They can
maintain to
account
details safely

Time is
saved

Proxies are
leave their
application
being refreshed
and merge



People who is
having some
hard time using
technical
knowledge

Feeling
insecure

Many notifications
from
overloading

Notifications
are
disturbed

A little bit
confused

Fear about
security

A little bit
bored

Little bit
stressed

Pain points

Problems your user runs into

Not knowing
where to start,
what type of
content
transactions?

Uneducated
people feels
difficult

Creation of
checking
mails

Difficult to
use all
emails

Unsure

Lost of time
to see all the
information

Sometimes
troubled

apathetic

Opportunities

Potential improvements or enhancements to the experience

Improved
financial
security

Tracking
financial
programs

Encourages
and
increases
saving

Positive
change