

Journey

<div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Registration</div>	<div>Order placement</div>	<div>Tracking</div>	<div>Delivery</div>
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>Creating account</div> <div>Unique username</div>	<div>Adding items to cart</div> <div>Payment</div>	<div>Tracking link on app or mail</div>	<div>Receiving items with OTP</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></div>	<div>Joyful</div> <div>Frustrated</div>	<div>Exited</div> <div>Envy</div>	<div>Anxiety</div> <div>Doubted</div>	<div>Delighted</div> <div>Depressed</div>
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	<div>Too many verification</div>	<div>Sea of options</div>	<div>Regular updates of status</div>	<div>Delivery reschedule</div>
<div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	<div>Faster and simpler process</div>	<div>Improving filters</div>	<div>Periodic updates on registered mobile number</div>	<div>User centric delivery method</div>