User journey

by the Design Team of Accenture Interactive NL

Accenture Interactive

Difficulty Beginner

Time 30 min

People 2–9

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.

TIP Click in the + outside the border of the table to add additional rows and columns.

	Compare	**Decide**	**Login**	**Use**
●Phases High-level steps your user needs to accomplish from start to finish				
●Steps Detailed actions your user has to perform	Ask frds for suggestion / Checking existing app	Decide to use the application	Try the application and fill details about medicine	Alert user by voice commands at correct time
●Feelings What your user might be thinking and feeling at the moment	Excited to know the working of the new system / Suspicious about the application	Bothering about consuming medicine / Coming across bad reviews	Feeling comfortable about medication / Medicine was not refilled	My health under my control / Lowing down of change on device
●Pain points Problems your user runs into	Suspicious about the application	Confused and unsure about medicine	Thinking about failure	Need some knowledge to use it
●Opportunities Potential improvements or enhancements to the experience	Explore various help given by the application to the user	Get help given by application to the user	Giving feedback	Better way to organize multiple pills