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. 🔍

1 Phases High-level steps your user needs to accomplish from start to finish	SENSING	ACTUATING THE EXHAUST FAN	ACTUATING THE SPRINKLERS	SENDING ALERT MESSAGES
2 Steps Detailed actions your user has to perform	Incorporation of sensors to detect gas leakage / Incorporations of sensors to detect fire breakout	If any gas leakage is detected; exhaust fans are turned ON	If any Flame is detected; Sprinklers are turned ON	Sending alert messages to the fire station in case of fire breakout / Sending alert messages to the workers and the authorities
3 Feelings What your user might be thinking and feeling at the moment 👍	Inconceivable	Breath-Taking	Eager	Secured and satisfied
👎	Worried about delay	Anxious	Upset	
4 Pain points Problems your user runs into	Malfunctions of sensors	Speed of exhaustion	Water usage level	Ignorance of messages when spammed
5 Opportunities Potential improvements or enhancements to the experience	usage of economical and good quality sensors	Low power consuming exhaust fans	High area coverage of sprinklers	Detailed messages including location and level of fire breakout