User journey

by the Design Team of Accenture Interactive NL

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

Get ready to pay amount through ebanking websites

2 Steps

Detailed actions your user has to perform

check
website
contents
before make
payment

Analyse more about websites

B Feelings

What your user might be thinking and feeling at the moment



Satisfaction with transaction



Insecure and unsafe

4 Pain points

Problems your user runs into

Loss of
Money and
credit card
details may
be stealed

6 Opportunities

Potential improvements or enhancements to the experience

To use
Legitimate
website for
transaction