



People
2-9



Time 30 min



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. \wp

1 Phases High-level steps your user needs to accomplish from start to finish	Getting to know about the app and downloading it	Asking queries to banking to the chatbot	Follow the solution given by chatbot
2 Steps Detailed actions your user has to perform	The user should approach the Bank for the app installation link and procedures The user should have should install the app and with internet connection The user should install the app and start exploring it	Asking queries to chatbot in simple english Avoid repeating the same queries Avoid repeating the same well	Understanding the answer to their queries Contacting Bank suggestions or feedback to the complex queries by the chatbot
Feelings What your user might be thinking and feeling at the moment	Eager Excited Traverse	Enlightened Curious Acquire	Satisfied Happy Aware
	Confused Helpless Hesitate	Confused Uncertain Incomprehensive	Disappointed Endeavor Dissatisfied
Pain points Problems your user runs into	Lack of technical requirements knowledge for the application Unfamiliar with chatbots	Lack of understanding language No human about how to ask queries	Complex queries are not answered by chatbot Segin from starting step to ask the same query again Not certain or difficult to understand chatbot's answers