

# CUSTOMER JOURNEY

## 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. [Read more](#)

1 Phases	Data collection	Evaluation	Test data	Data preprocessing
High-level steps your user needs to accomplish. From start to finish.				
2 Steps	Selection of Parameter	Selection of methods	Precision and Accuracy	
Detailed actions your user has to perform		Clean the sample containers and choose the filter pore size. Minimize microbial activity. Select sample prevention method	Measurement of six parameters and analyse the data collected. The unnecessary data will be rejected. Being analyse the data and interpret result.	Finally the data collected is test and predict the good condition of the water. It will be detected by using the advanced artificial intelligence algorithms.
3 Feelings	Acts as a foundation of water quality analysis	Using AI algorithm it is easy to evaluate	Tested with the help of water usage patterns	obtained by using standard indicators
What your user might be thinking and feeling at the moment	Less unused features Less development rework Some defects may occur	High specificity for target compounds. Detection limits below regulatory trigger criteria. The reasonable throughput for sample collection is more quantity is difficult.	Difficult to manage over time and with large data set. Require operation to submit data, sometimes its configuration is required.	Usually feasible under exchange grants to a final result but it is challenging to accomplish the specific result to produce.
4 Pain points	Undocumented process Conflict Requirement Need of more resources	Lack of technology and human resources occur sometimes. Storage and transportation issue happens. Technical hurdles is one of the pain point.	Collecting of water quality data can be expensive. Maintaining and repairing equipment costs can be rack up quickly overtime. Sometime incorrect may be an problem.	It still has a high require component. Good quality needed for all. To measure the required parameter of water.
Problems your user runs into				
5 Opportunities	Lower cost of development Higher level of needs. More beneficial Measures.	Sampling reduces time and cost of research studies. The quality of water is always better with sample collection. It provides much quicker result.	Appropriate data submission gives an excellent output. Then it is easy to verify the parameters and can predict the water quality.	The utilization of data in decision making allows us to make decisions based on evidence, and also speed up the things by making it easier to share the perception. It also has the advantage of making it easier to verify the result in future.
Potential improvements or enhancements to the experience				

Share your feedback

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You can also use this template to create a user journey map for your project.

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