





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

Phases High-level steps your user needs to accomplish from start to finish	Searching and Ordering product	Payment	Delivery	Usage & Feedback
2 Steps Detailed actions your user has to perform	Visit Website or app Search for feedback from multiple users Understanding the working principle of the machine	complete payment information online payment / credit card billing Payment confirmation through message	Providing product shipping status through notifications Product delivery status through phonecalls Delivering the product to the concerned user	Understanding Effective valuable the usage of the guidelines product personal information
3 Feelings What your user might be thinking and feeling at the moment	Satisfied with the customers review Satisfied with the with the technologies usage	Multiple modes of payment Refund options in case if any failure occurs during the transaction	Proper tracking of product location Ensuring the safety during shipping Proper product handling untill the product rech end user	Efficiency of the product Satisfied with the facilities provided Amazed by the in-built technologies
	Feeling Doubting Checking if there is any	Having trust Cybercrime Transaction failure due to server	Damages in product	Poor Short product