

Date	17 October 2022
Team ID	PNT2022TMID48973
Project Name	Web Phishing detection
Maximum Marks	4 Marks

## User journey map :

To revise how the product would be have an impact among the users

### 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. [P](#)

Phases	User registration module	user module	search module	Feedback module
Steps	Registration through gmail account verification Registration through facebook	account login Dashboard view blacklisted and whitelisted websites	enter url ml model training and testing showing result whether legitimate or fake	rate experience giving suggestions reporting false results
Feelings	<div> <div>clean UI/UX</div> <div>Easy registration process</div> <div>Affordable plans</div> </div> <div> <div>Expected registration not achieved</div> <div>Registration process is not convenient</div> </div>	<div> <div>clean UI/UX</div> <div>convenient Modules</div> <div>anytime customization</div> </div> <div> <div>no password management</div> <div>need of login everytime</div> </div>	<div> <div>More Responsive</div> <div>Better accuracy in detection</div> <div>suggesting Responsive Measures</div> </div> <div> <div>Results are not saved</div> <div>If any internet interruption, then application won't work</div> </div>	
Pain points	<div>delay in receiving OTPs</div> <div>Registration fails due to timeout</div> <div>Captcha failure</div>	<div>Login password management</div> <div>No session management</div>	<div>Expected results sometimes not achieved</div> <div>Results to be stored Locally</div>	
Opportunities	<div>Alternatives for OTPs</div> <div>advancement in authentication</div>	<div>Session will be improved and maintains soon</div> <div>Login measures will be taken improvement</div>	<div>Improvement in result by having huge training set</div> <div>Results will be locally available</div>	<div>Share your feedback</div>

