

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.

<div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>PHYSICAL iNVENTORY</div>	<div>INVENTORY VALUE</div>	<div>INVENTORY CONTROL</div>	<div>INVENTORY MANAGEMENT</div>
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>copying of known key performance indicators</div> <div>Esternal expectations are greater</div> <div>Inventories are identified with their bookvalues</div>	<div>Focusing on companies with low turnover</div> <div>Blocking a realization of the sales plans</div>	<div>Monitoring an inventory level over time</div> <div>Proper southern direction is expected</div>	<div>Impression of having control over the process</div> <div>Work is effective</div>
<div><div>3</div><div>Feelings</div></div> <div>What your user might be thinking and feeling at the moment</div>	<div><div><div>Excitement</div><div>curiosity</div></div></div> <div><div><div>Frustrated</div></div></div>	<div><div><div>High quality products</div></div><div><div>Lack of credits</div></div></div>	<div><div><div>products are trust worthy</div></div><div><div>Neutral progress made</div></div></div>	<div><div><div>Assurance of quality</div></div><div><div>untrustable</div></div></div>
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	<div>customer doesn't know whether the stock meets the profit</div>	<div>Purchase through local sellers</div>	<div>want to implement this as fast as possible</div>	<div>Increase awareness and intrest</div>
<div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	<div>updates in technology</div>	<div>Easy instalation and maintainance</div> <div>Trustworthy source of information</div>	<div>Minimalizing the capital frozen in the inventories</div>	<div>Justified impression of having a control over the process</div> <div><div>TIP</div><div>Click on the + outside the border of the table to add additional rows and columns.</div></div>

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