

User journey

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*

<div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>AWARENESS</div>	<div>CONSIDERATION</div>	<div>PURCHASE</div>	<div>ONBOARDING</div>	<div>ADVOCACY</div>
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>Asks Advice</div> <div>Suggestions from Experts</div> <div>Sugesstion from Doctors</div>	<div>Doing Liver Related tests Eg: Billirubin,creatine</div>	<div>Purchase of proper treatment</div> <div>Purchase suggested treatment medicines Either online or offline</div>	<div>If liver disease ,changing lifestyle to healthy one and intake of proper medicine</div>	<div>Medical advice from doctors and suggestion to others for following a healthy diet</div>
<div><div>●</div><div>TOUCH POINTS</div></div> <div>This is a textbox...</div>	<div>Online Web application</div>	<div>Main input page Result page</div>	<div>Checkout of medicines in online ,mode of payment Buy of medicines in offline Mode of payment</div>	<div>.</div>	<div>Customer feedback ,customer review</div>
<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>👍</div><div>👎</div></div>	<div>joyful</div>	<div>glad</div>	<div>Bliss full</div>	<div>Happy</div>	<div>Rejoicing</div>
	<div>Fear</div>	<div>Pain</div>	<div>Anxiety</div>	<div>Sad</div>	<div>Regretfull</div>
<div><div><div>4</div><div>Pain points</div></div><div>Problems your user runs into</div></div>	<div>.</div>	<div>NO suggestion module page, no further information</div>	<div>Checkout page does not support all cards</div>	<div>.</div>	<div>No direct calling or visiting of doctor,making an appointment</div>
<div><div><div>5</div><div>Opportunities</div></div><div>Potential improvements or enhancements to the experience</div></div>	<div>.</div>	<div>Creating a suggestion module is affected by telling proper diet ,do & dont's here after.</div>	<div>Clarify checkout page to show accepted payment option</div>	<div>.</div>	<div>Create a solution Where they can approach a doctor giving first preference</div>