

# Project Design Phase-I

## Customer Journey Template

Date	19 September 2022
Team ID	PNT2022TMID00904
Project Name	Project – web phishing detection

### Template:

## User journey

by the Design team of acuratus interactive

People 2-3
 Time 10 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.

<b>1 Phases</b> High-level steps your user needs to accomplish from start to finish	1>User Registration	2 Provide the link expected	3 Using the app to detect phishing websites	4 Rate the experience
<b>2 Steps</b> Detailed sub-steps your user has to perform	Google play Store App store Microsoft store	Login Choose the payment Package Access daily plan	Direct app viewing Monitoring Experiencing the app	Review User Activity Feedback Rate
<b>3 Feelings</b> What your user might be thinking and feeling at the moment	New Beginning Technology Improvement Assurity	Free from fraud websites found a good app to detect phishing Free from spams and scams	Banks promote this applications E shopping websites promote this application Lots of people get benefited	Users may promote this Good accuracy good rating from the customers
	Need internet connection Phone Storage Regular Checking	Its a heavy app to use It slows up the device speed It may be get affected by malware	User every time wants to open the app for the usage Accessibility of user is identified spam messages sometimes may not be get caught	Cannot use after the subscription ends It cant be used by poor peoples It is not suitable for peoples who are illiterate
<b>4 Pain points</b> Problems your user runs into	1>User every time wants to open the app for detecting web phishing 3)App may be get affected by malware 2)its not free of cost			
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	1)Able to detect fraud websites 2)Targeting companies that use e-banking on daily basis 3) They interact with scholars and scholars compare it like fraud			

Share your feedback

Feedback Form