| 1 Phases High-level steps your user needs to accomplish from start to finish | Understanding the App and downloading it | Banking Chatbot | Solutions Given By Chatbot |
|---|--|---|--|
| 2 Steps Detailed actions your user has to perform | Approach bank for installation installation internet queries Smartphone and and exploration of the app is necessary | Use english to communicate with chatbot Ensure to not repeat queries Use FAQs | Understanding executive assistance if the query is complex Getting Suggestions provided by chatbot |
| 3 Feelings What your user might be thinking and feeling at the moment | inquisitive joy explore | curious satisfied gain | satisfied joy happy |
| | scared overwhelmed anxious | afraid overwhelmed anxious | Dissatisfied overwhelmed anxious |
| Pain points Problems your user runs into | lack of device not meeting with knowledge requirements | lack of no user about how to raise queries | Not able to answer complex queries Begin from difficult to answer chatbot's same query solution |
| Opportunities Potential improvements or enhancements to the experience | Manual Marketing on provided a large scale platforms | Advanced User-friendly Ul | using feedback to upgrade and update the chatbot Connections improved |