Coustomer journey by the Design Team of Accenture Interactive NL







Time Difficulty 30 min 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. ρ

1 Phases ligh-level steps your user needs to ccomplish from start to finish	System and Camera Compatibility check	Open Web App	Capture or upload hand gestures	Sterile browsing of images
Steps Tetailed actions your user has to erform	Check Check Verify camera health health resolution	View how to use app Navigation controls of app	Start the web app to upload image Start the web app to upload image image	Predict the action using action model identified
Feelings What your user might be thinking and feeling at the moment	Surprised	Aesthetic User Friendly	Happy Satisfied Helped	Analytical Eager
	Anxiety Uncertain	Perplexed Annoyed	Scared Fear	Confused Doubtful
Pain points oblems your user runs into	Feels unnecessary	User is new to Interface Hard to use app due to bad UI	More Bad image gestures to quality yields remember poor result	Incorrect mapping of recognition gesture to image
Opportunities Otential improvements or other inhancements to the experience	Small procedure to avoid overhead Convert to background for system check	Better onboarding process	Easier navigation between the available modes	Easier Easier method to comprehend comprehend actions actions