

# User journey

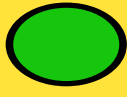
by the Design Team of Accenture Interactive NL




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>1</div> <div>Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Open Chatbot in any browser</div>	<div>User Registration</div>	<div>Asking your queries</div>	<div>Solutions to the query</div>
<div>2</div> <div>Steps</div> <div>Detailed actions your user has to perform</div>	<div>The device should have enough battery</div> <div>Stable network connection for the device</div>	<div>Verifying whether the customer is having an account in the respective bank</div> <div>Register and login using username and password</div>	<div>Ask query in the chatbot</div> <div>Explore the frequently asked queries</div>	<div>Providing the solution for customer query</div>
<div>3</div> <div>Feelings</div> <div>What your user might be thinking and feeling at the moment</div> <div></div> <div></div>	<div>Excited</div>	<div>Happy</div>	<div>Happy</div>	<div>Satisfied</div>
	<div>Stressed</div>	<div>Worried</div> <div>Confused</div>	<div>Worried</div>	<div>Unsatisfied</div>
<div>4</div> <div>Pain points</div> <div>Problems your user runs into</div>	<div>The customer is stressed because of the confusion of whether the webbrowser or chatbot is opening correctly or not</div>	<div>Worried if user forget the username or password</div> <div>Whether the filled details are correct or not</div>	<div>Is there any spelling mistake in the query</div>	<div>It fails to answer the queries</div>
<div>5</div> <div>Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div>Network stability will ensure the good performance</div>	<div>Provide the option for resetting the username and password</div>	<div>It should answer all kind of queries</div> <div>Able to detect the spelling mistake</div>	<div>Improve the performance</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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