

User journey

by the Design Team of Accenture Interactive NL




People
4



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><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>System and Camera Compatibility check</div>			<div>Open Web App</div>		<div>Capture or upload hand gestures</div>		<div>Sterile browsing of images</div>			
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>Check camera health</div> <div>Check system health</div> <div>Verify camera resolution</div>			<div>View how to use app</div> <div>Navigation controls of app</div>		<div>Start the web app to upload image</div> <div>Start the web app to upload image</div>		<div>Predict the action using model</div> <div>Label the action identified</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>Surprised</div> <div>Curious</div>			<div>Aesthetic</div> <div>User Friendly</div>		<div>Happy</div> <div>Satisfied</div> <div>Helped</div>			<div>Analytical</div> <div>Eager</div>	
		<div>Anxiety</div> <div>Uncertain</div>			<div>Perplexed</div> <div>Annoyed</div>		<div>Scared</div> <div>Fear</div>			<div>Confused</div> <div>Doubtful</div>	
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	<div>Feels unnecessary</div>			<div>User is new to Interface</div> <div>Hard to use app due to bad UI</div>		<div>More gestures to remember</div> <div>Bad image quality yields poor result</div>		<div>Incorrect recognition</div> <div>Wrong mapping of gesture to image</div>			
<div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	<div>Small procedure to avoid overhead</div> <div>Convert to background process</div> <div>Avoid interacting for system check</div>			<div>Better onboarding process</div>		<div>Easier navigation between the available modes</div>		<div>Easier method to comprehend actions</div> <div>Easier method to comprehend actions</div>			