

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. 

1 Phases

High-level steps your user needs to accomplish from start to finish

Select Mode of Text Input
(Realtime / Image)

Select File
(or)
Input Text

Convert Handwritten Text

Display Output

2 Steps

Detailed actions your user has to perform

Provide written text input
in required format

Verify the output of the software
against input

3 Feelings

What your user might be thinking and feeling at the moment



Text
successfully
recognized

GUI Easy to
use

Level of tedium
reduced



File formatting
problems

Input not
identified

Long
processing
time

4 Pain points

Problems your user runs into

Incorrect digit
recognition

Digits not
recognized

Poor
performance
on diverse

5 Opportunities

Potential improvements or enhancements to the experience

Multi-lingual
capacity

External
application
realtime input

Share your feedback