# User journey

🧑 ⏰ 🟢

by the Design Team of Accenture Interactive NL

**People**

2–9

**Time**

30 min

**Difficulty**

Beginner

## Phases

**REGISTRATION**

**ONBOARDING**

1. **Actions**

**FIRST SESSION**

### Collect

**Connect their google account**

**user's**

**Signup**

with their

**phone**

**details**

**number**

**Chat**

**with**

Goes thorugh the product

**chatbot**

**Leaves**

feedback

**Add to cart**

**Earn rewards**

**Provide ratings and comments**

Confirm order and track order

**Choose payment method and delivery details**

**for the**

product

## Touchpoint

### Review

**Chatbot**

**and ratings**

**Track ordered products**

**Wishlist**

Notify arrival of liked products

Share products via social media

Return and refund policies

**FAQ**

**regarding products and application**

Phone number and user name

**Free shopping**

**Email**

**liked products**

**Contact**

**live**

**Account settings**

**agent**

## Customer Thought

**I can sign**

**in with**

**google**

**account**

#### Within how many days can i

**return**

**There is a help of live agent to ask my queries**



## Customer Feeling

**In how many days do i get refund of my product**

**Can i share my products using instagram**

How many products can i wishlist

**I can chat with chatbot instead of searching**

**Can i shop without login?**

**I can see all the latest products**

1. **Process ownership**

**Customer**

**Google**

**Chatbot**

**7 Opportuniti es**

Develop sharing and reordering

**Advanced search options**

**Target marketing rate**

**Make products to match expectations**

**Increase shopping cart value**

**Online development**

Increase customer satisfaction