

User Journey Map

user journey ap is a diagram made to demonstrate visually the user flow of the website ,beginning with initial touch point and forwarding through the complete process



Zeinab Hassan

- 20
- Giza
- Student
- Single

Scenario

Zainab Hassan, 20 years old, from Giza Governorate, a student in the Faculty of Engineering, Artificial Intelligence Department, Mansoura National University, studying in the Front End Development track. She loves reading and walking. She wants to rent an apartment near her university because she is far from her family

Objective

- 1-The apartmenat must be real
- 2-There must be a secure payment method.

Phases	Search	Finding	Problem	procedures
	I searched for a real estate app on the app store . and found it then she searched for an aoolication for rent near her university	I found an apartment with the same specifications, but it was actually in bad condition She found an apartment in the same budget she was looking for	While she was searching on Aqarmap, every time she tried to add an image to her favorites, it would ask her to log in, and that was annoying her. There was no security	She had to move into an apartment because she couldn't find anything else in the same scope as her university. I found that the people in the area were very helpful.
Emotions				
Needs			Protection Log in to your profile account only once	



Mona Ragab

- 48
- Mansoura
- House wife
- Divorced

Scenario

Mona Ragab, 48 years old, from Dakahlia Governorate, divorced and housewife, loves intelligence games, and wants to rent an apartment close to the oven and the market, cheap and be on the first floor

Expectations

- The apartment photos must be real.
- There must be a secure payment method.

process	search	Finding	problem	procedures
	I searched for a department	She found the apartment higher than the price range she was looking for, but she agreed because these were market prices	I faced problems with my landlord, including gas and electricity accumulating on the meter and not getting the insurance back	She moved into her house again, despite the problems due to the 10% increase in the annual price of the apartment, and she did not have the money.
Emotions				
Opp.	security cheap price	services like shopping	Protection Log in to your profile account only once	Price versus value



Amr Hani

- 22
- Mansoura
- Student
- Singel

Scenario

Student at the Faculty of Engineering, Mansoura University, Graduation year 2025, Age 22, Living in Mit Ghamr, Wants to rent a room due to delays in college appointments and inadequate transportation.

Objective

- Realistic photos and videos of the apartment and guarantee your payment process
- Home maintenance services if needed, there is a filter in the search
- Cancellation feature
- Refund at a specific time

Phases	Search	Finding	Problem	procedures
	As a search, people asked about apartments for rent for students, close to the university.	he found an apartment with the same specifications but in reality it was in poor condition. She found an apartment within the same budget she was looking for.	He went down and saw the other apartment. It was close to the college. But the pictures were unreal. It was not clean.	Back to the first apartment again
Emotions				
Needs	security cheap price	A screenshot of the payment completed. It will be included in the receipt to ensure the transaction.	Realistic images. Special screen to add photos and videos of the apartment or something to show more details.	