

NT/RT user journey

Scenario

'I am a new trader; I would like to trade Fiat to BTC to get started on Bisq. I'm not sure how much I would need as I am not too familiar with Bisq. I would prefer to trade with an experienced Bisq trader but I'm open to less experienced members of Bisq too.'

I have started a User Flow diagram of the reputable trader and new trader user journey demonstrating a way in which their paths could potentially cross to make a successful trade. This helps to identify user behaviour and pinpoint delays, successes and drop off points. When you go through this it is important to note how you feel during the journey.

Feedback is very welcome as it helps with identifying and working on improving these touch points. Please also feel free to contribute in pinpointing any technical aspects I would have not considered and which parts would need reviewing as this is currently a base to help with designing a user focused UI.

The aim is to keep creating scenarios based on real life users to consider all aspects of the user journey. The diagram is based on the scenario below- a new trader wanting to purchase BTC using the Bisq 2 reputation protocol:

[Click here to view User Flow](#)

UX journey explained

Welcome page Short welcome to Bisq 2, briefly stating the improvements from Bisq 1 using keywords: privacy, faster transactions, P2P, decentralised.

Tutorial Short walk through/step by step guide on how to use Bisq 2 including where to go for support.

Contract type

- Reputation or liquid swap
- Tooltip available regarding reputation
- Tooltip available regarding liquid swap

Trader types

3 target markets have been identified for the reputation pathway. The new trader, medium trader(regular) and reputable trader. They all three have different paths and although they will cross during the user journey, the UI should accommodate for their individual needs.

1. **New trader**- No Bitcoin and would therefore require to buy BTC to get started on Bisq 2.
 - Include tooltip on reputable trade
2. **Medium trader**- Has performed at least 1 trade using Bisq 2 (just an example, wording and trade amount can be changed).
 - Trader has an option to create a username, UI should use wording to express this option is recommended for those who want to become a reputable trader

- Include tooltip on reputable trade

3. **Reputable trader**- Has performed a certain number of successful trades, measured against their set username.

- Perhaps those currently known on 'buy-bitcoin' channel as regular sellers, should automatically be labelled as reputable.

- Include tooltip on reputable trade

Reputable trader

Profile A small section with options based on the way users currently interact on #buy-bitcoin channel e.g., trade range, payment methods accepted etc.

Create username A username is mandatory if the user wishes to be a reputable trader. I'm not sure this should be optional because as @chimp1984 mentioned, this is a part of the reputable trader experience. How do we avoid username clash?

Payment method

- Drop down menu of all options including a custom field SEPA, ZELLE, REVOLUT etc Custom option should always be a secondary option.

- Consider this as a type box with predictable text, users should have the ability to add several payment methods options similar to the interactions on Keybase.

Publish User publishes on the 'offers' tab containing a list of other offers from all 3 trader types. The trader has the option to wait to be notified of any potential traders or they can browse the 'offers' tab. Filter new trader, medium trader or reputable traders available. I can demonstrate on the user flow the events that will occur the next time the reputable trader opens Bisq 2.

Terms The terms must highlight what Bisq is not liable for including any legal obligations. Include privacy and warnings regarding the exchange of personal and sensitive information.

Notification of potential trade If a new trader or medium trader has created a proposal that matches the reputable traders criteria then they will automatically receive a notification (opt out option). A pop up will show a summary of the offer, prompting the reputable trader to accept or reject the trade. If yes, the chat will open up and both parties will enter a trade.

When the trade is over the new trader will click on the 'Successful Trade' CTA, adding to the reputable traders track record.

Leave a note after trade These notes should be posted on a feedback community channel. Encouraging further interaction even after the trade process. It is also a positive continuation to the user journey and could lead to further interaction on Bisq/Bisq 2.

New trader

Exchange Drop down with 0.003 BTC as the placeholder, marked as recommended. This is often the amount recommended on the Keybase channel for starters. New buyers often ask for amounts between 0.002 BTC and 0.007 BTC as a limit, so perhaps consider setting a trading limit to prevent scammers as demonstrated on the Keybase channel.

Fiat equivalent should be displayed, this is a user-friendly feature to help users familiarise themselves with cryptocurrency amounts and also to continue the user journey without having to leave the UI for a conversion calculator.

Short note A little intro... 'Hi I am looking to buy BTC to start trading on Bisq,'. A friendly note makes the trader appear more trustworthy and honest.

List of reputable traders Once the new trader has filled out the proposal they will click search and reputable traders will be listed. The user will pick the one they desire and a notification will be sent to that reputable trader. In case of no reply, trader can cancel and select a new match or browse 'offer' tab. If notification is rejected by reputable trader, new trader will have the option to select a new reputable match (if there is one), publish on 'offer' page or browse.

Trade Both parties will trade via private chat. This gives them the freedom to interact with each other, encouraging a regular discussion between 2 peers and fully incorporating the social aspect of P2P trading. The buttons available will be 'support' and 'trade successful'.

Waiting for an available offer Is the Trader still waiting for an offer after...days for a reputable buyer? Prompt trader to browse other offers.

Trade was not successful? Open support In case of unsuccessful trade both parties will have the option to open support.

Trade complete page The trader will have the opportunity to continue their journey by initiating their first trade using Bisq.

New trade? Maybe they will prefer to stay on Bisq 2, particularly after a good experience. Provide this option to continue repeat a user journey on Bisq 2.

Finish Provide an exit in case user would like to cease their journey

'Offers' Tab

- A page displaying a list of all trade offers
- Filter by asset, premium etc.
- Trader filter: new, medium, reputable