

TASK - 5 : USER JOURNEY MAP

TEAM : CYBER TRIBE

**CRITICAL THINKING, DESIGN THINKING,
LEADERSHIP & TEAMWORK**

Name - Daksh Joshi

Gender - Male

Age - 26 year

Location - Sirohi

Occupation - Student

Scenario :

After watching a reel of new restaurant opened in the city, Daksh decides to order some delicious food.



Journey Mapping

Entire Application

Menu

Customize Order

Order

Doing

Open zomato application

Searching for meal

Vegetarian food

I want to order from here

Thinking

I want a sandwich

Why there is no filter to find meal

I don't want mayonnaise

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Saying

Let's order from subway

I can't find it

No customization

I can't order from here

Feeling