

Journey Phase

User need

- In-progress need
- Success

User emotions & questions

User actions

- Path start/end
- Actions
- Success

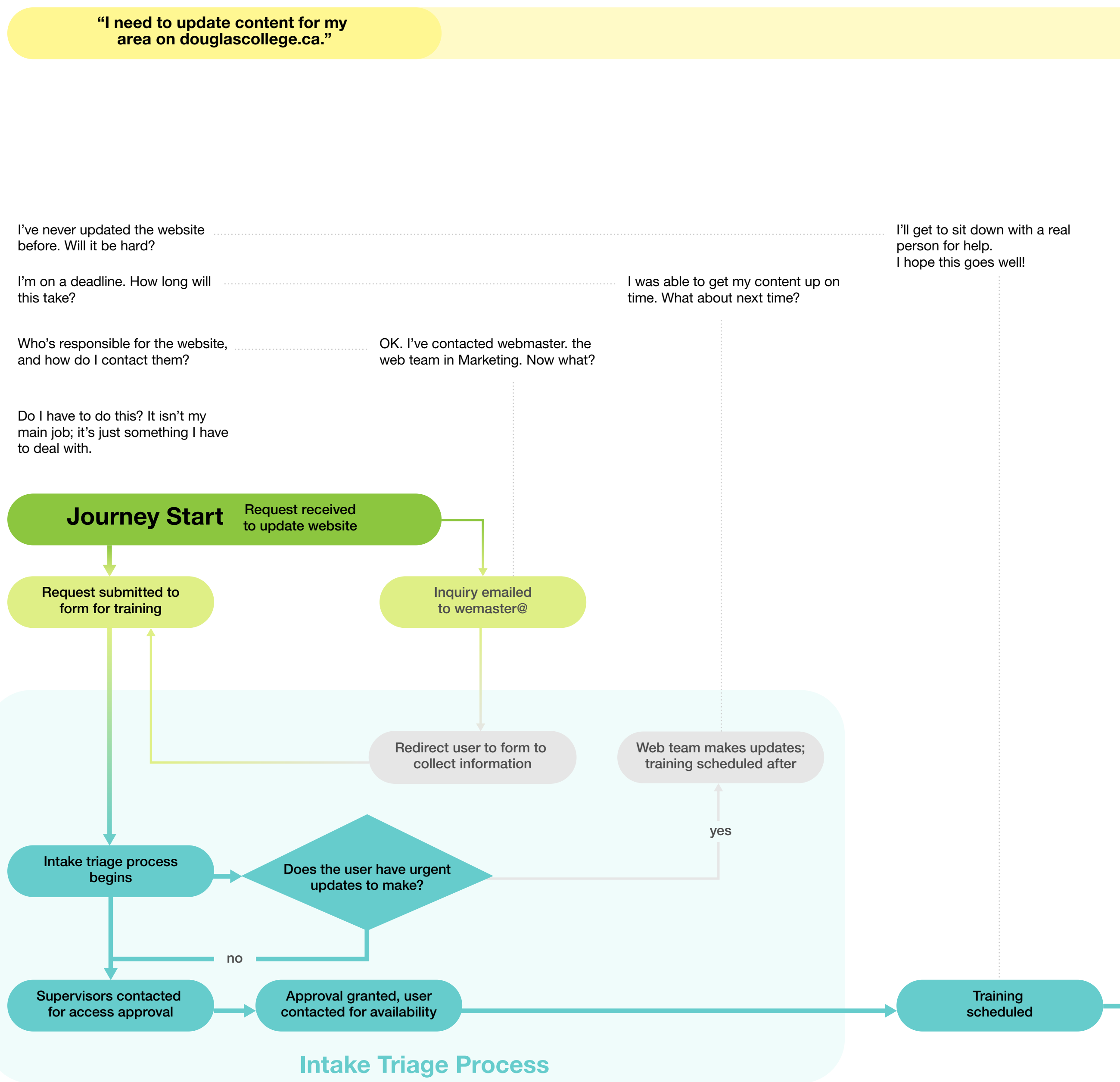
Active service provided (MCO Web team)

- Primary (desired) path
- Secondary path

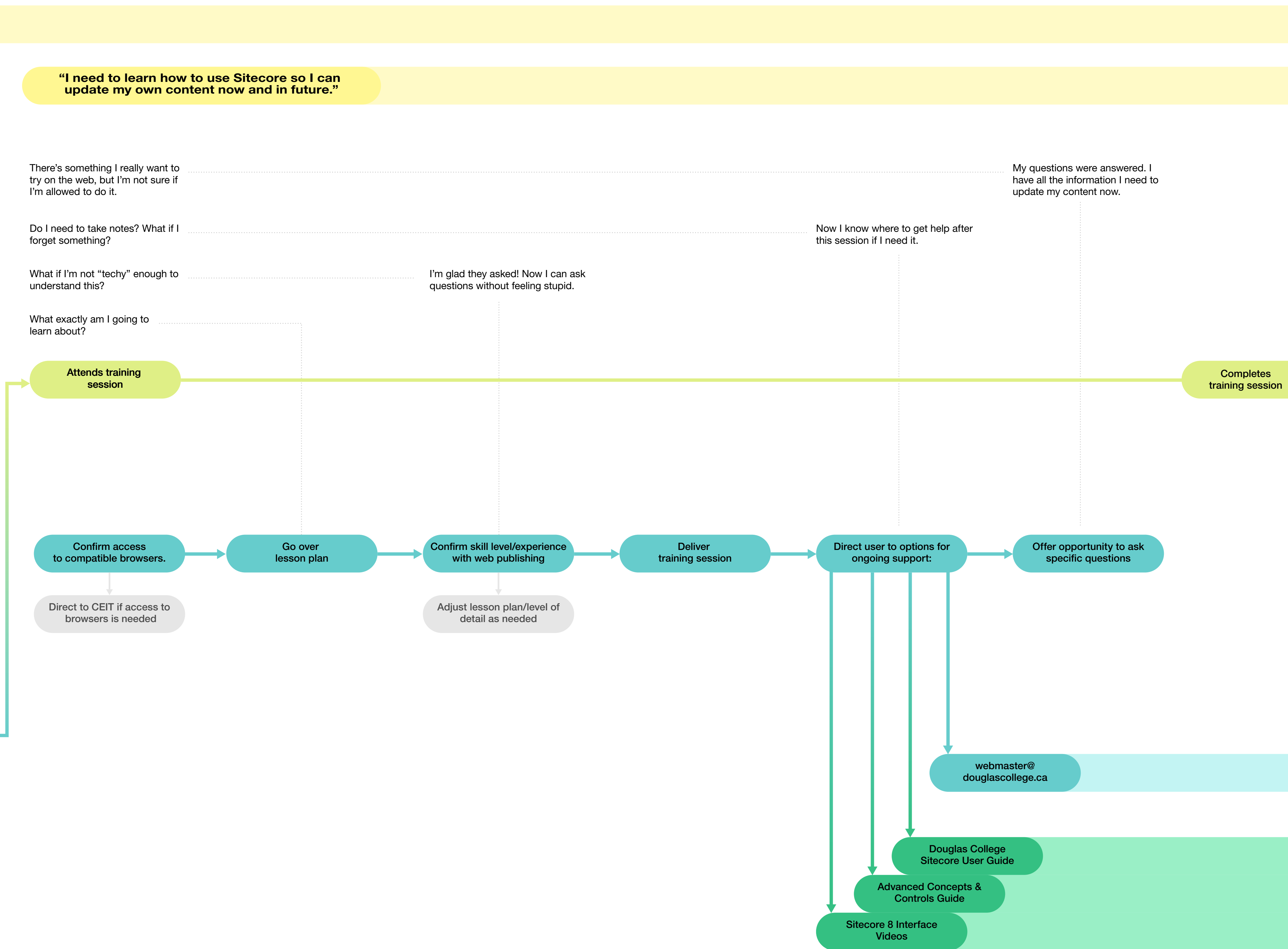
Passive service provided (Documentation & Guides)

- Primary resource

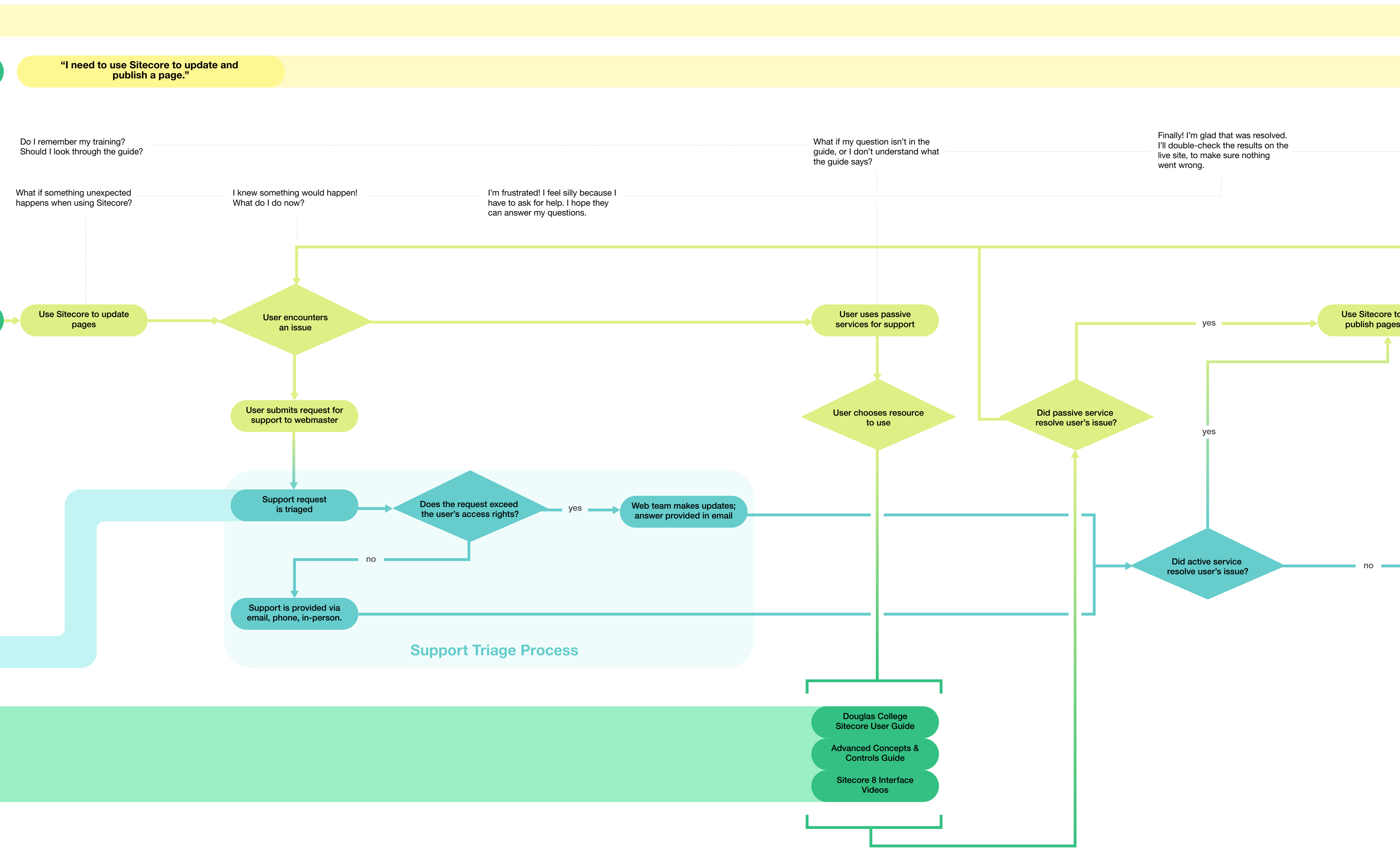
1. Intake as a new Sitecore user



2. Training session



3. Working in Sitecore



4. Content published

