

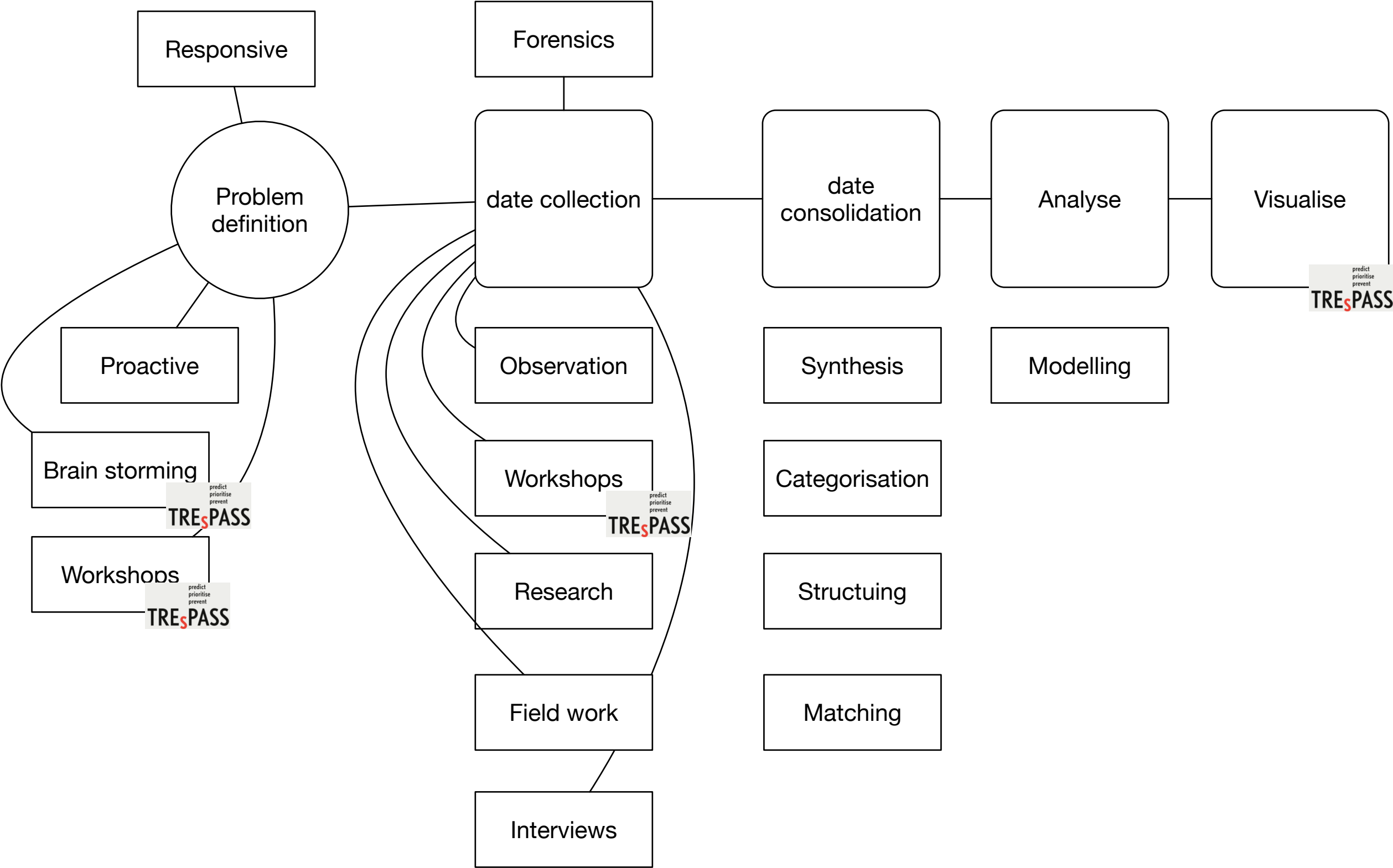
User Journey Mapping



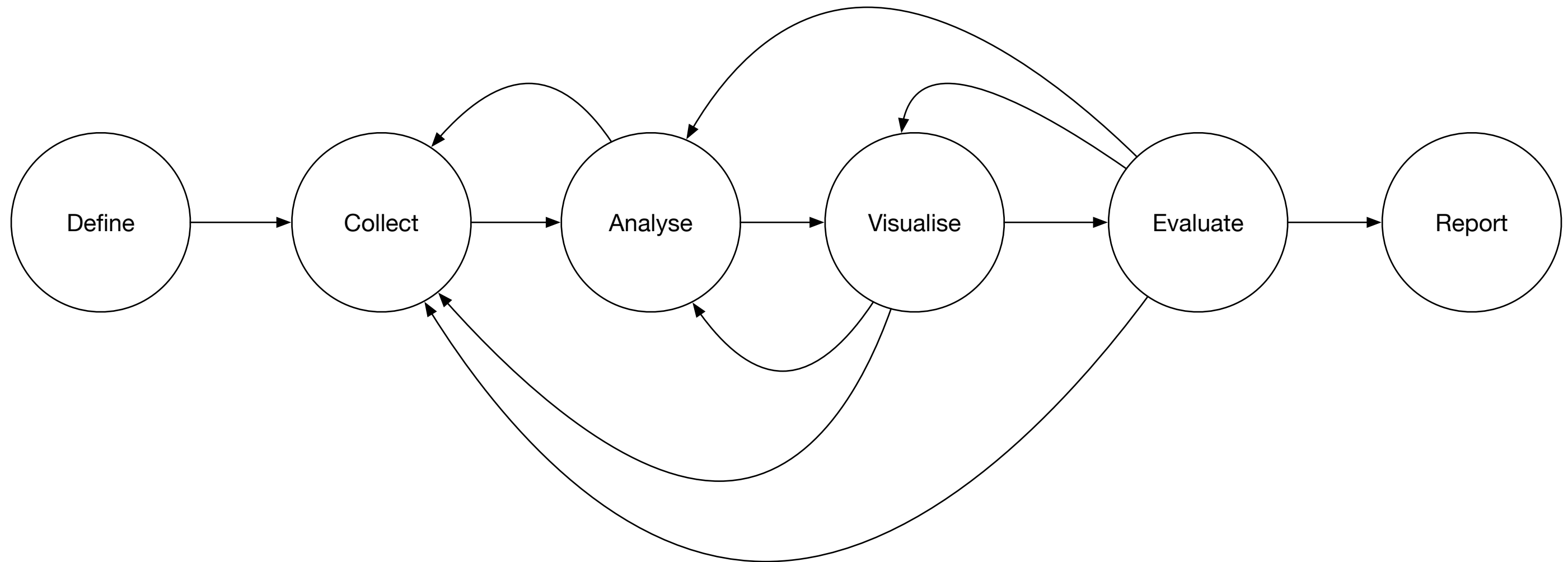


Document: Development of User Journey Mapping and testing

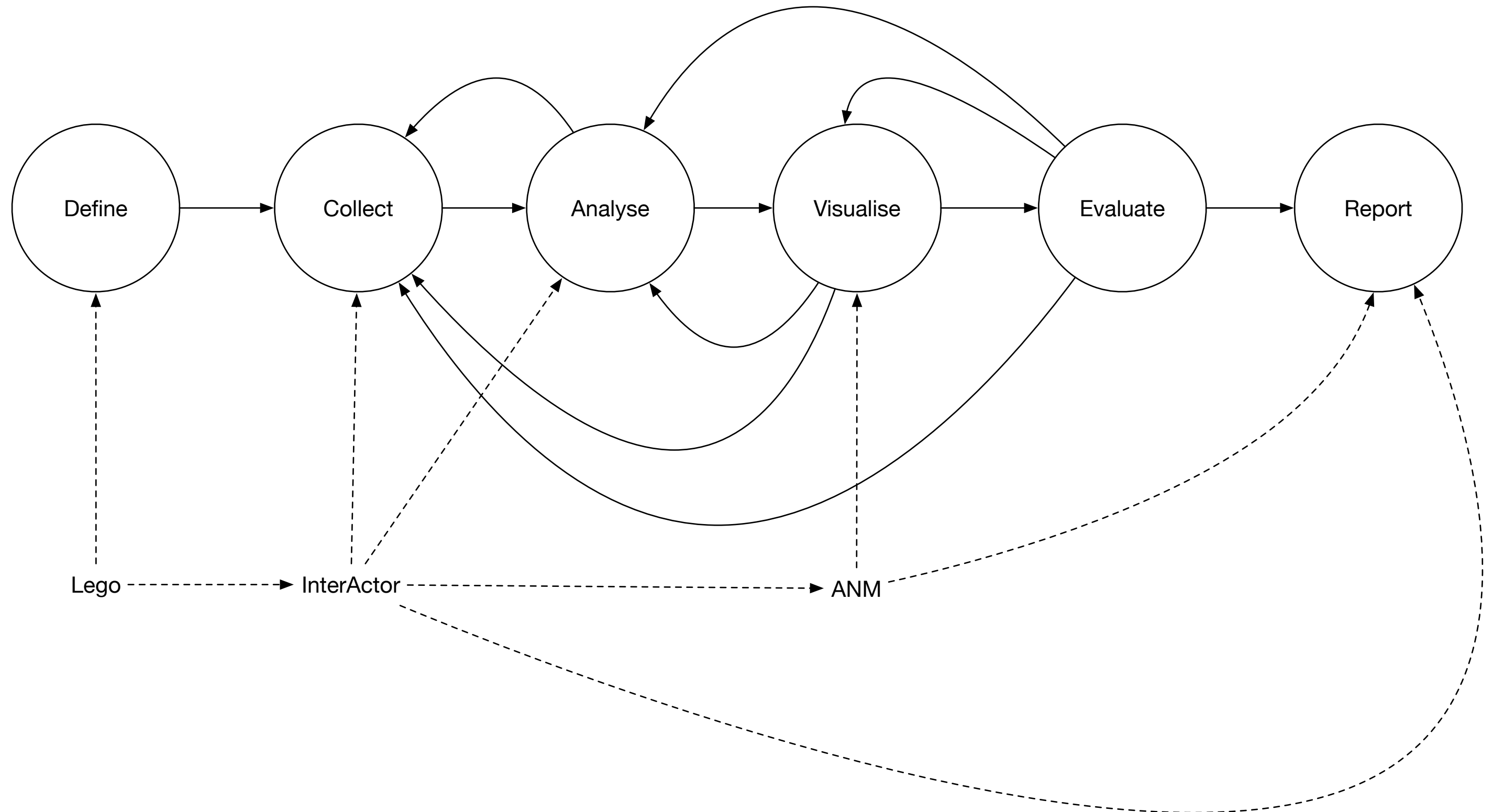
User Journey Mapping



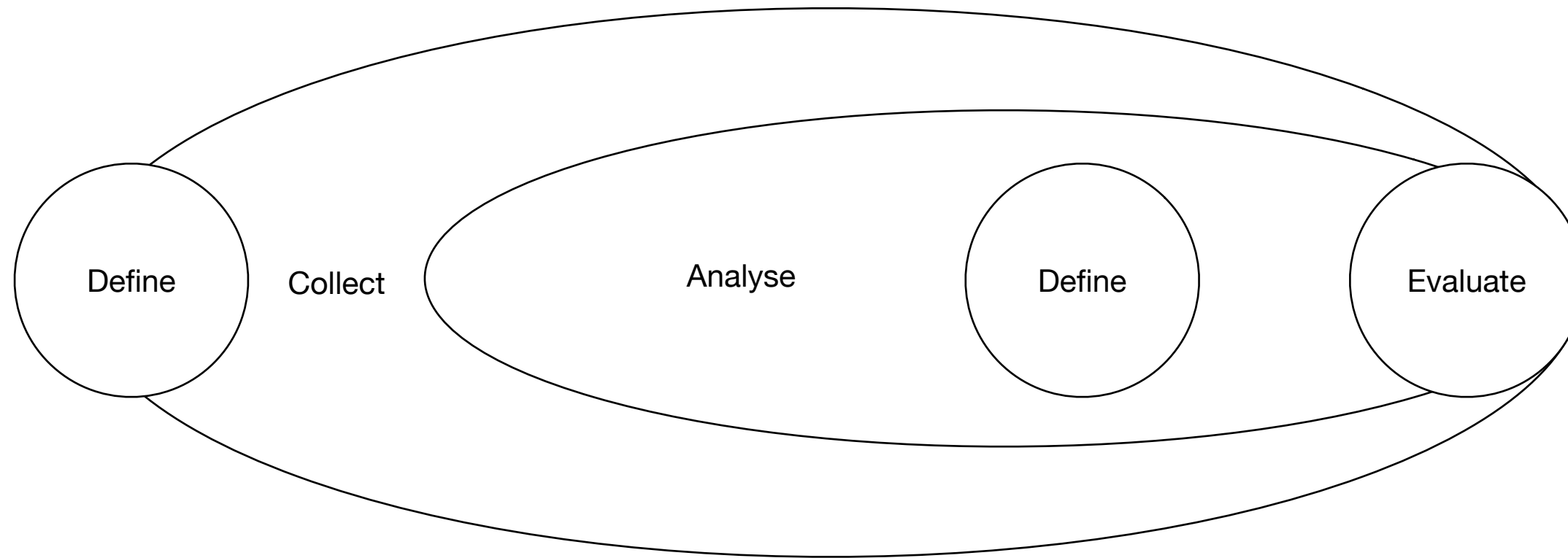
User Journey Mapping



User Journey Mapping

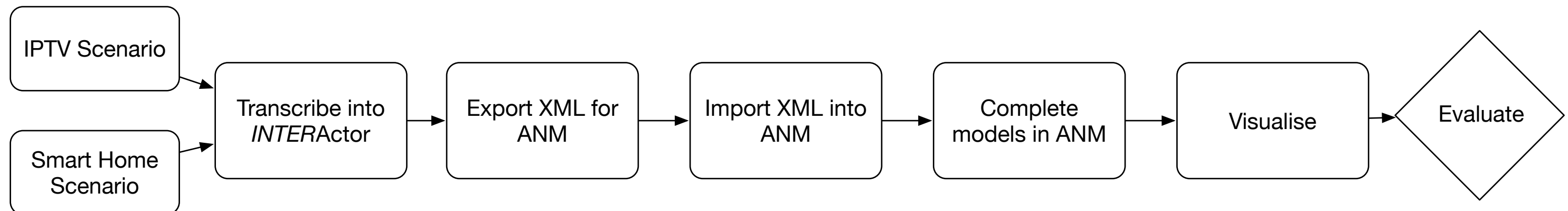
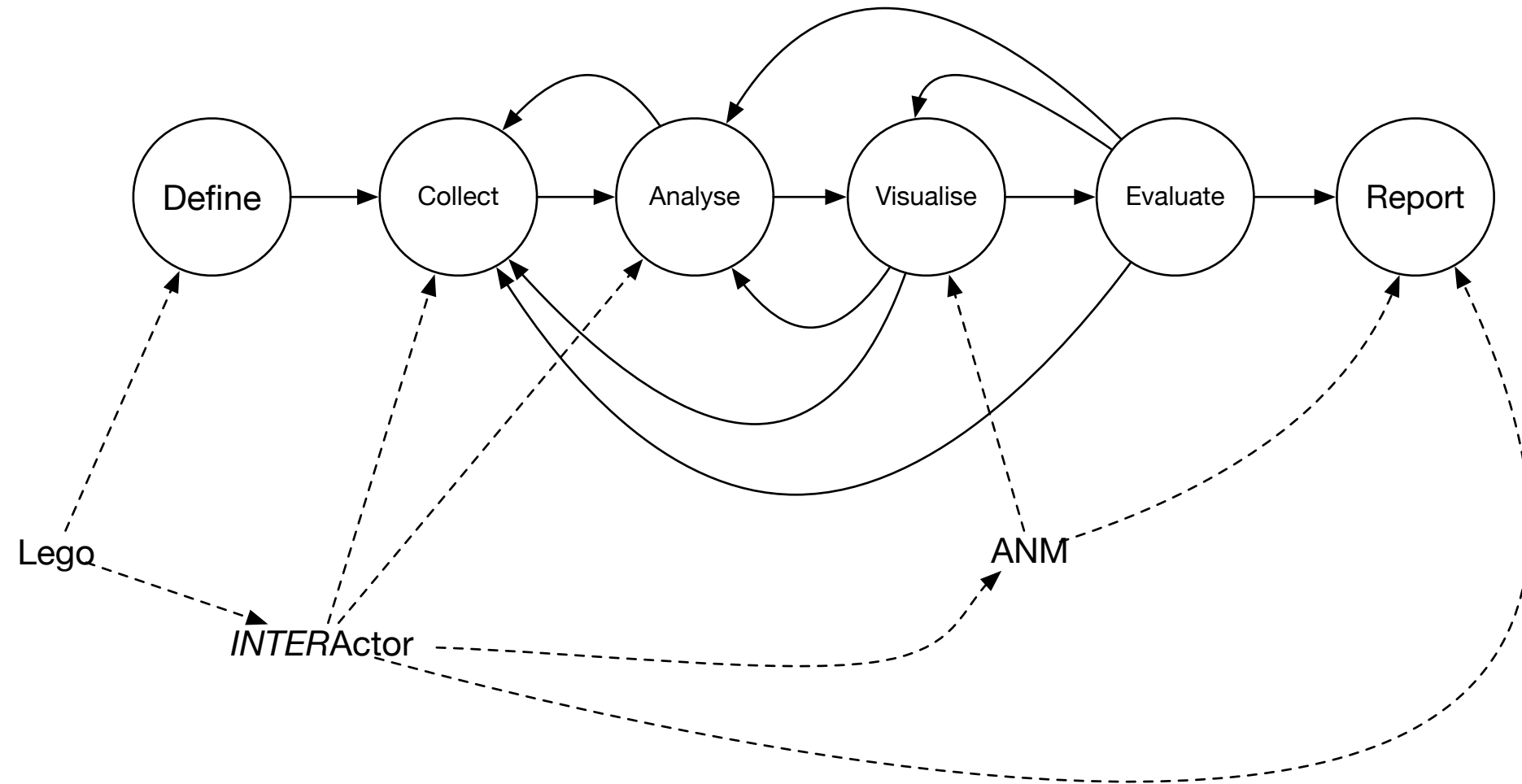


User Journey Mapping

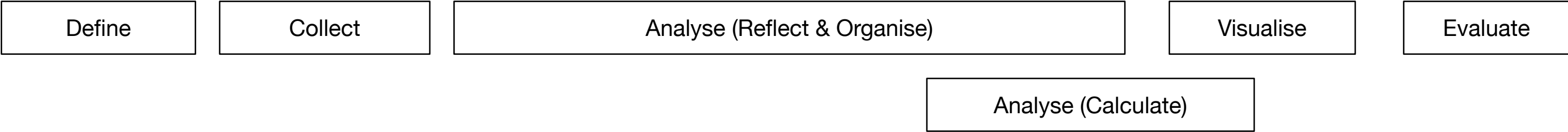
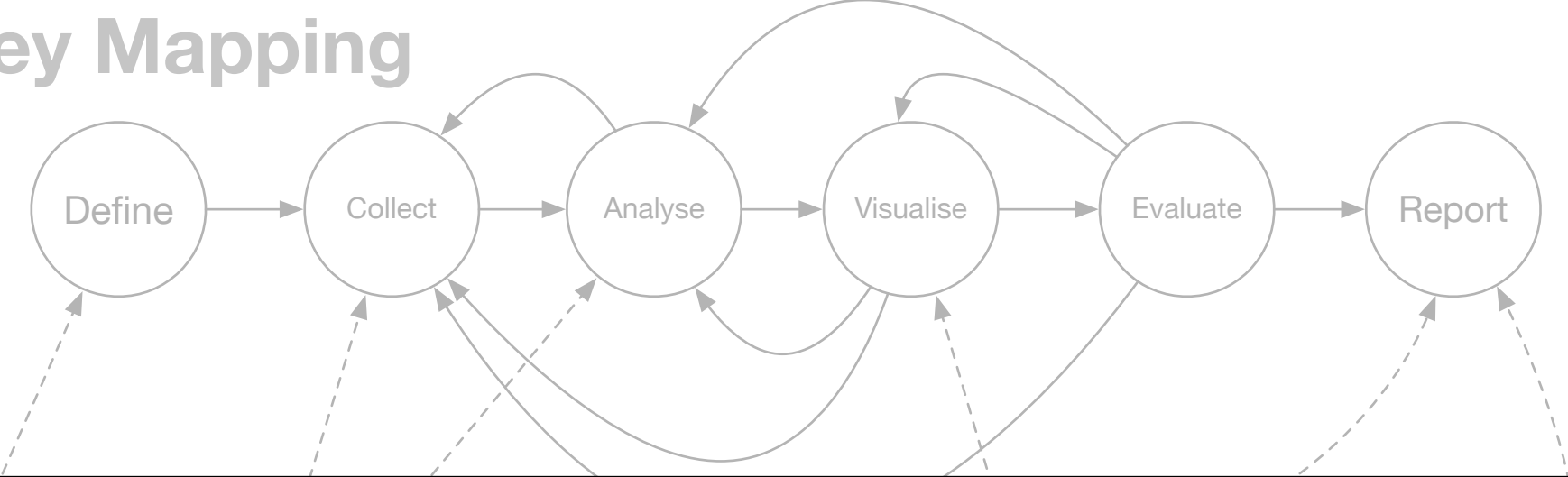


A simplified journey showing the key 'milestones' in a project surrounded by the areas of work/iteration and process

User Journey Mapping



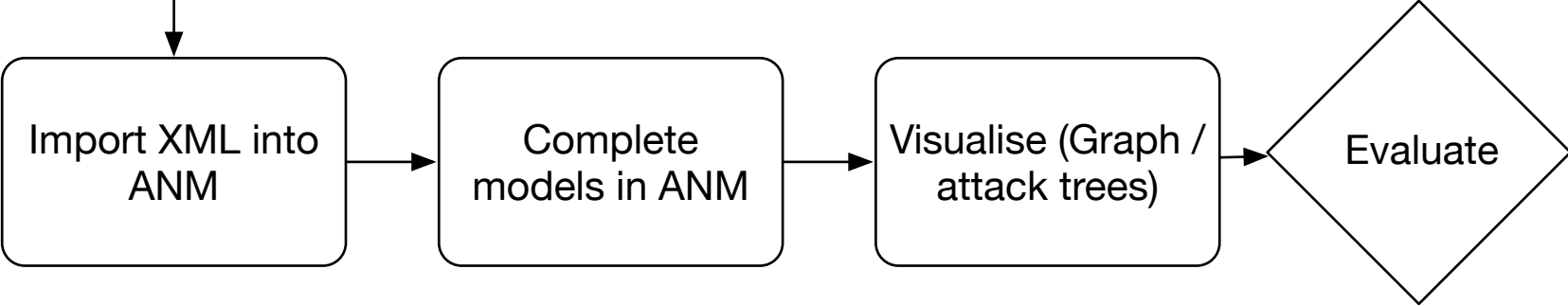
User Journey Mapping



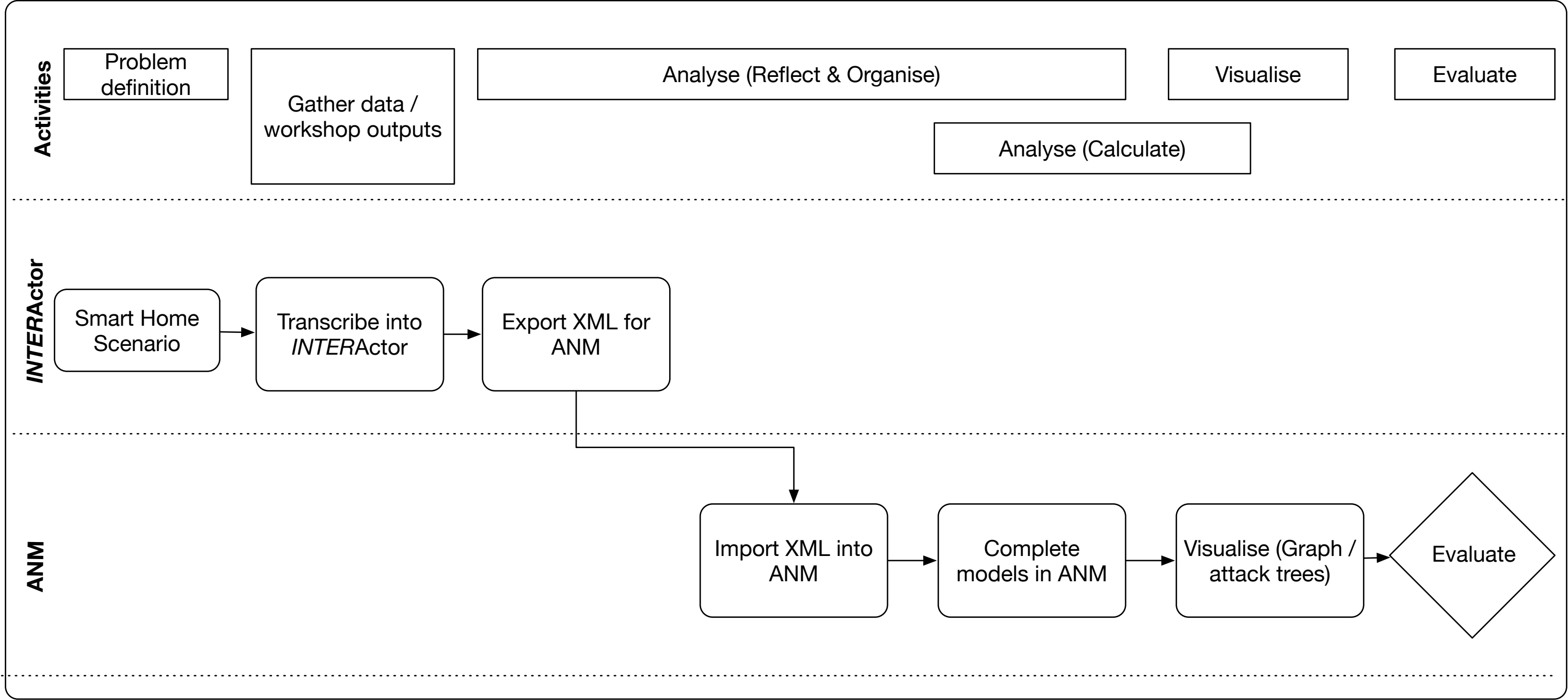
INTERActor



ANM



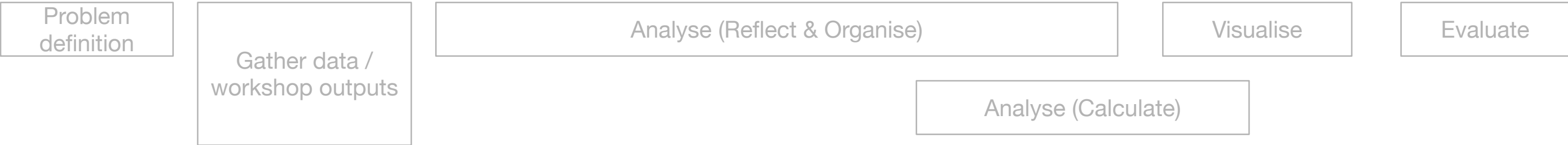
User Journey Mapping



User Journey Mapping



Activities

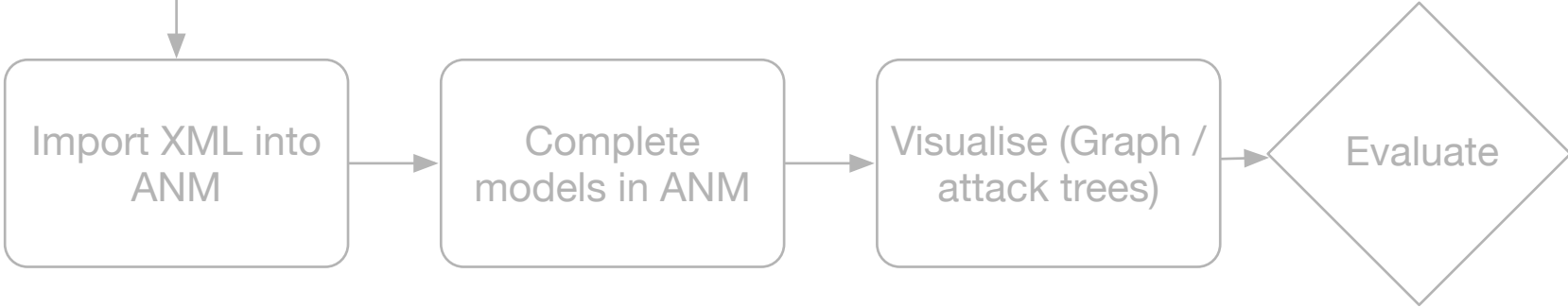


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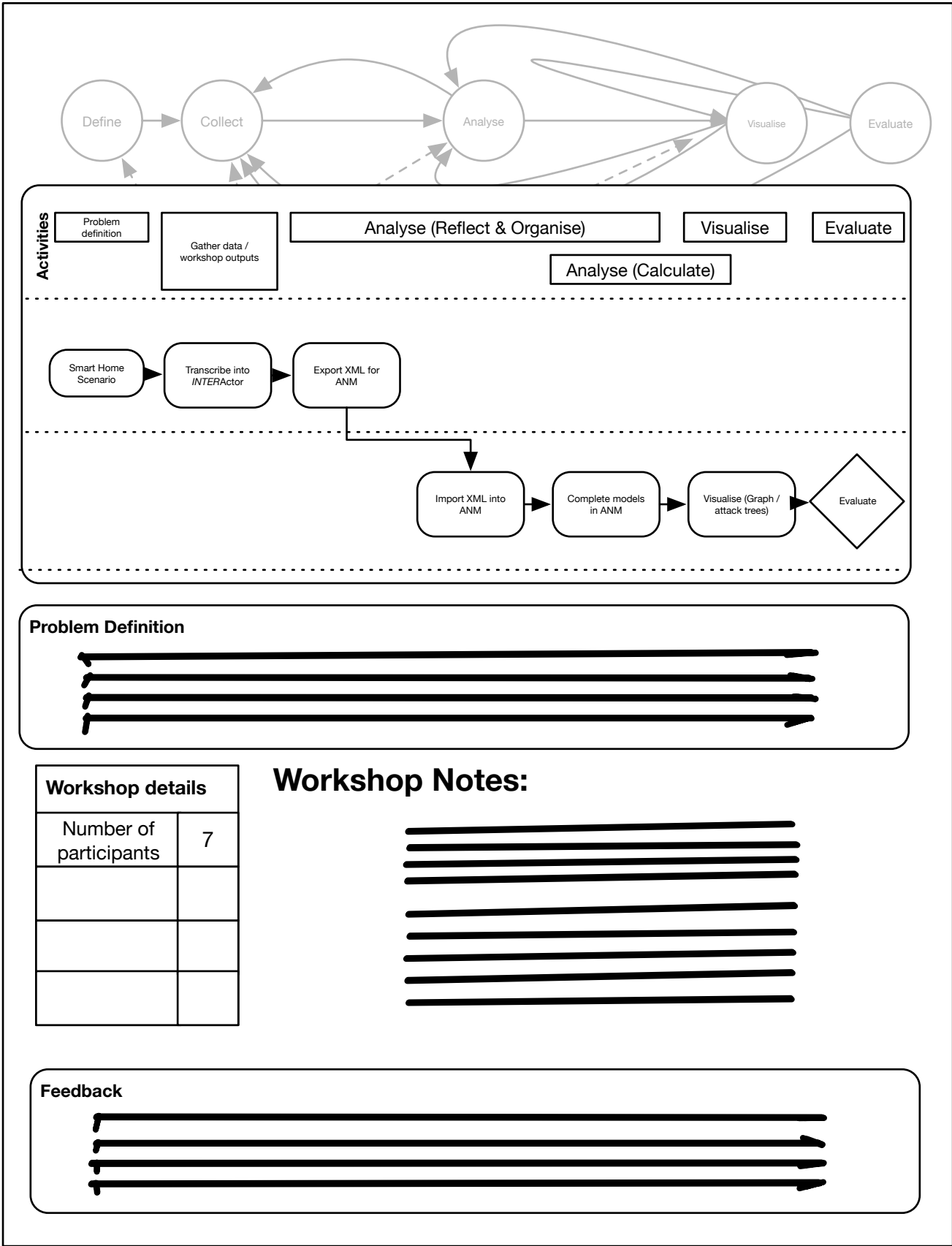
Smart
Software

Identify tools in a chain and document into this journey

ANM



User Journey Mapping



Proposed layout for User testing workshop report.

Each user testing session will outline the user journey being tested in the diagram space in the top part of the diagram. This can be further annotated as needed, detailing when test or example data was used, etc.

Details on the number of participants in a session, their background, date and time of workshop can be recorded, alongside key observational notes taken during the workshop.

Finally, feedback from the participants via written and recorded feedback can be recorded.