

# 🌀 How to Create User Journey Diagrams with Mermaid.js

Visualizing a user journey is crucial for understanding how users interact with your product or service. Mermaid.js provides a simple syntax for creating **User Journey Diagrams**, enabling you to illustrate decision points, actions, and emotional states effectively.

## 🔧 Step 1: Include Mermaid.js in Your HTML

Add the Mermaid.js ES module script to your HTML file and initialize Mermaid to render diagrams on page load:

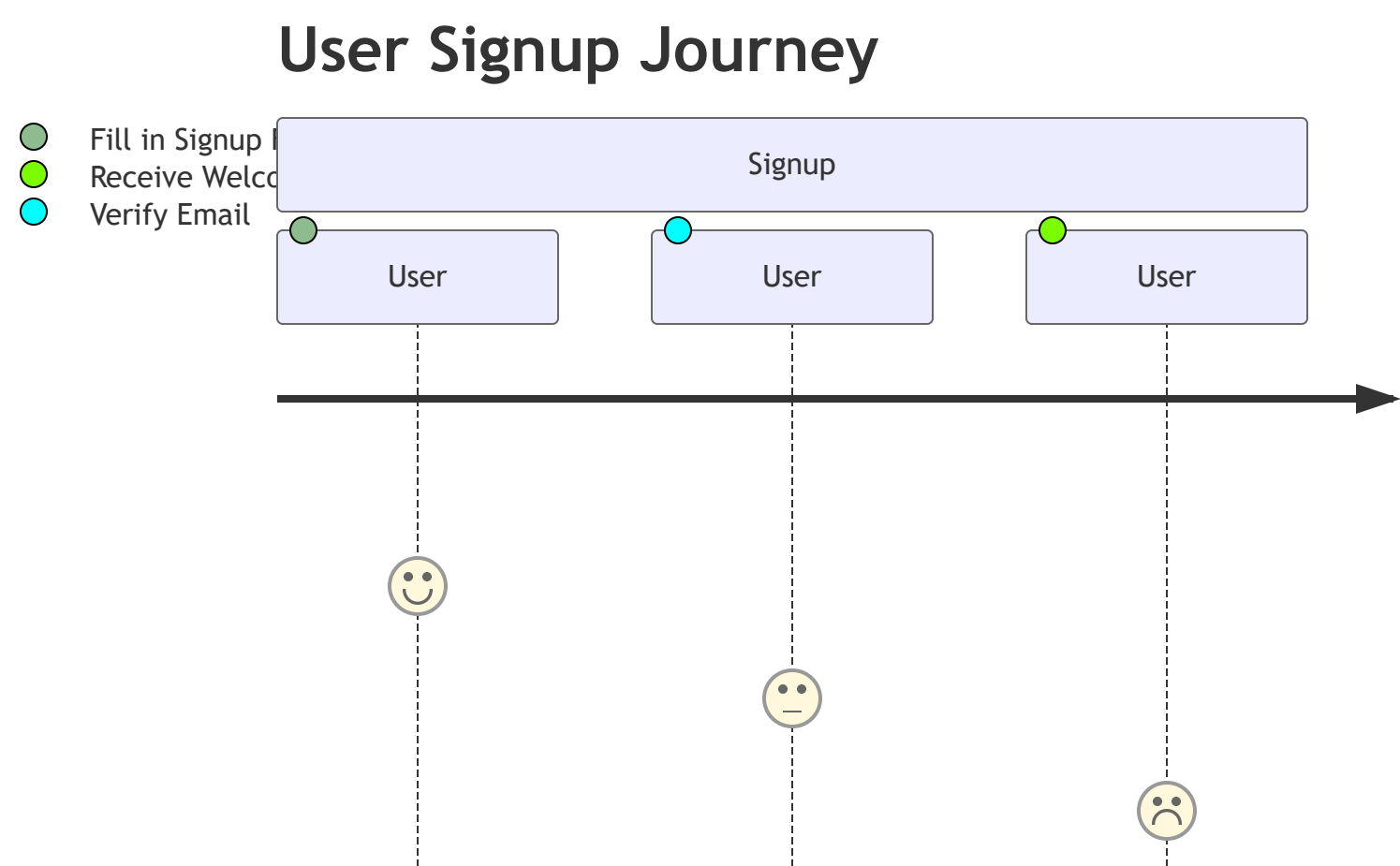
```
<script type="module">
import mermaid from 'https://cdn.jsdelivr.net/npm/mermaid@10/dist/mermaid.esm.min.mjs';
mermaid.initialize({ startOnLoad: true });
</script>
```

## 🔗 Step 2: Basic User Journey Diagram Syntax

User journey diagrams start with the `journey` keyword. You define participants, stages, and actions, and optionally specify emotions.

```
<div class="mermaid">
journey
  title User Signup Journey
  section Signup
    User: 5: Fill in Signup Form
    User: 3: Verify Email
    User: 1: Receive Welcome Email
</div>
```

Rendered Example:



## 🔍 Anatomy of a User Journey Diagram

- `journey`: Starts the user journey diagram block
- `title`: Sets the diagram title
- `section`: Defines different stages or sections of the journey
- `Participant: <emotion>: <action>`: Represents an action taken by a participant along with an emotion rating (1-5)

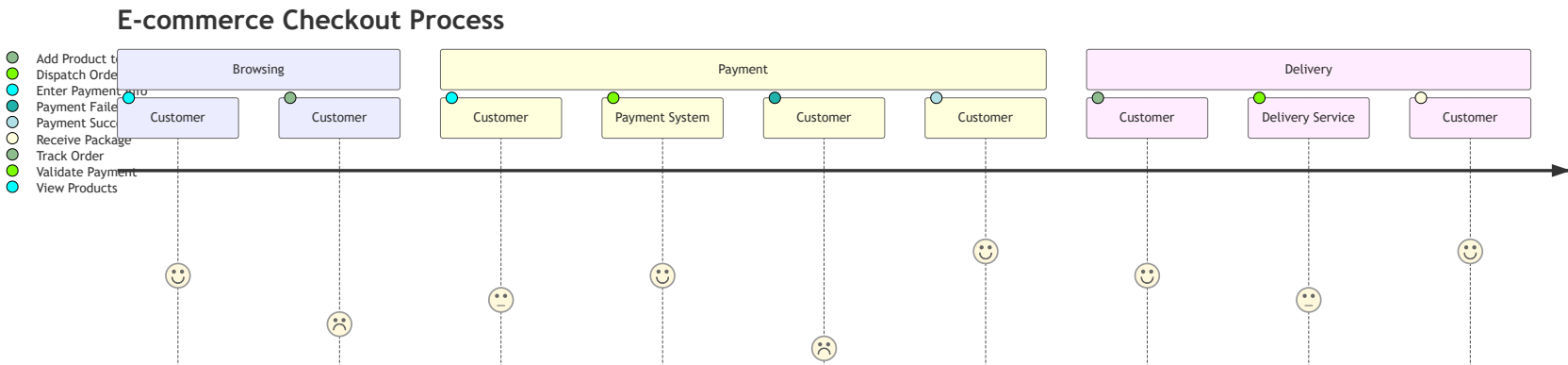
The emotion number corresponds to the emotional state of the participant during that action (5 = very positive, 1 = very negative).

## 🌈 Step 3: Advanced User Journey with Multiple Participants & Emotions

This example shows multiple participants with varying emotions, sections, and detailed steps:

```
<div class="mermaid">
journey
  title E-commerce Checkout Process
  section Browsing
    Customer: 4: View Products
    Customer: 2: Add Product to Cart
  section Payment
    Customer: 3: Enter Payment Info
    Payment System: 4: Validate Payment
    Customer: 1: Payment Failed
    Customer: 5: Payment Success
  section Delivery
    Customer: 4: Track Order
    Delivery Service: 3: Dispatch Order
    Customer: 5: Receive Package
</div>
```

Rendered Diagram:

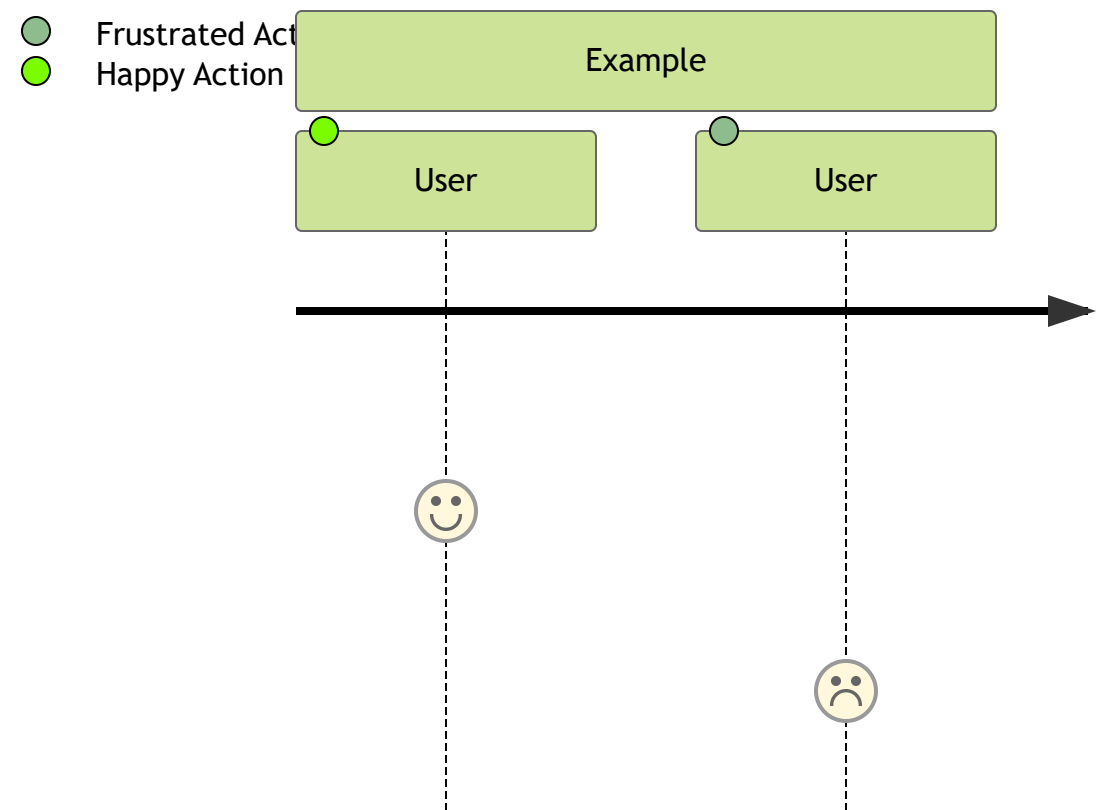


## 🌟 Customizing Your Diagram

You can change diagram themes or customize Mermaid options using the initialization directive:

```
<div class="mermaid">
%%{ init: { "theme": "forest" } }%%
journey
  title Custom Themed Journey
  section Example
    User: 5: Happy Action
    User: 2: Frustrated Action
</div>
```

## Custom Themed Journey



## 📚 Resources

- [Official Mermaid User Journey Syntax](#)
- [Mermaid Live Editor](#) – Try your diagrams interactively

## ✅ Summary

- Use the `journey` keyword to create user journey diagrams
- Organize actions into sections and assign emotions (1–5) for clarity
- Include multiple participants to represent different roles
- Customize diagram appearance with Mermaid themes
- Embed diagrams easily in HTML, Markdown, or documentation tools

User journey diagrams with Mermaid help teams visualize and improve user experiences quickly and collaboratively. Happy diagramming! 🌀