



USER JOURNEY MAP

Peer Review Request For User Journey Map- Thanks In Advance And Constructive Feedback Is Welcomed:)

Persona:Akhil

Goal: To Reach Warangal From Hyderabad

ACTIONz	Board Metro To Reach Bus Stand	Check For Belongings	Wait For The Destination	Go To Platform 47 That Has Warangal Destination	Buy Snacks And Beverages
TASK LIST	A.Stand In Queue B. Take A Ticket To Bus Stand C.Collect Ticket And Board Metro Rail	A.Check Once For Belongings And Other Valuable Items	A.Wait Patiently For The Destination	A.State Destination To Conductor And Pay The Amount B.Collect Bus Ticket	A. Wait For Queue To clear B. Order Snacks And Pay Cash,Then Collect Order
FEELING ADJECTIVE	A.Extremely Unhappy To Stand In Line	A.Everything Is In Place, Looks Happy	A.Highly Nervous On Availability Of Buses To Warangal	A.Looks Relaxed After Metro Journey	A.Disappointed With Quality Of Snacks In Busstand
IMPROVEMENT OPPORTUNITIES	A.Wishes For Online Booking System		A.Availability Of More Seats In Metro		A.Need Advance Ticket Booking Option

Persona:Arun

Goal: A Quiet Workplace With Access To Quality Food And Snacks

ACTION	Order Food	Find Workspace	Order A Cup Of Tea	Find A Quiet Place	Order Snacks
TASK LIST	A.Stand In Queue B. Place Order And Pay The Amount C.Receive The Order	A. Look For Neat And Comfortable Workplace B. Connect To Local Wi-Fi	A.Again Stand In Queue. B. Order Tea C.Pay The Amount And Collect Tea	A.Place Belongings In Order B. Save Work Progress	A. Wait For Queue To clear B. Order Snacks And Pay Cash,Then Collect Order
FEELING ADJECTIVE	A.Extremely Unhappy To Stand In Line	A.Looked Enthusiastic During Work	A.Again Frustrated To Wait In The Queue	A.Feeling Relaxed In Quiet Place	A.Looks Tired
IMPROVEMENT OPPORTUNITIES	A.Wishes For Delivery Options	A.Need Reliable Internet Speeds	A.Availability Of Online Payment Options		