

## CURRENT USER EXPERIENCE JOURNEY

DURATION OF JOURNEY: 20 MIN

<b>Mindset</b>	<p>Got to choose a book.</p> <p>Who is next to choose ?</p> <p>Be fair. Everyone should get an equal chance to choose a book.</p>	<p>Good rapport.</p> <p>I am not sure we are properly recalling which books we read in the past and who chose them.</p> <p>Is It my turn, but I am not going to say anything.</p> <p>No one else seems to notice that it should be Kate's turn.</p>	<p>Who is taking notes about what we have agreed.</p> <p>Who will let everyone know what we have agreed regarding book choice and date of next meeting.</p>
<b>Actions</b>	<p>Check details of previous meetings.</p> <p>Select a person that will choose a book for the next meeting.</p>	<p>Add a new meeting.</p> <p>Add Reviews.</p> <p>Manage Members.</p> <p>Manage Meetings</p>	<p>Communicate meeting details to club members.</p>
<b>Touch points</b>	<p>Calendar</p> <p>Books</p>	<p>Email</p> <p>Text</p>	<p>Mobile Devices</p> <p>Members</p>