

# User Journey

Actions of a user who needs to recruit an 11th player for their team, from initial sign-in to accepting the player.

	Sign In	Home Screen	Create Match	Receive Requests	Review Player Profiles	Accept/Reject & Confirm
User Action	<ul style="list-style-type: none"><li>Opens the app from home screen</li><li>Enters login credentials (email/password)</li><li>Authenticates and gains access to the platform</li><li>Sees the home screen with match list</li></ul>	<ul style="list-style-type: none"><li>Views list of nearby matches for today</li><li>Scans match details: location, time, player count, missing players</li></ul>	<ul style="list-style-type: none"><li>Taps "Create Match" button below the match list</li><li>Fills in required fields</li><li>Reviews the match details entered</li><li>Submits the match to the platform</li><li>Receives confirmation of successful match creation</li></ul>	<ul style="list-style-type: none"><li>Match is published and visible to other app users</li><li>Waits for players to discover and request to join</li><li>Receives notifications about incoming player requests</li><li>Checks "My Requests" to view all requests</li><li>Sees list of players who want to join the match</li></ul>	<ul style="list-style-type: none"><li>Taps on individual player requests to view their profiles</li><li>Reviews player information</li><li>Checks player's match history</li><li>Analyzes punctuality score</li><li>Compares multiple player profiles</li><li>Makes assessment about player reliability</li></ul>	<ul style="list-style-type: none"><li>Decides which player request to accept</li><li>Taps "Accept" button on the chosen player</li><li>Confirms the decision</li><li>Receives confirmation that player has been added</li><li>Views updated match information</li></ul>
User Emotion	<div><div>Worried</div><div>I hope I can find someone quickly today</div><div>Evaluating</div><div>Are there players nearby today?</div><div>Hopeful</div><div>I hope players request soon</div><div>Excitement</div><div>Great, now I have options</div><div>Analytical</div><div>This player looks decent</div><div>Relieved</div><div>I solved the player shortage</div></div>					
User Expectation	<ul style="list-style-type: none"><li>Quick authentication process</li><li>No bugs or login errors</li><li>Immediate access to the app after sign-in</li><li>Option to stay logged in for convenience</li></ul>	<ul style="list-style-type: none"><li>Real-time list of nearby matches</li><li>Organized match cards with key information</li><li>Know how many players are still needed at a glance</li></ul>	<ul style="list-style-type: none"><li>Simple, intuitive form with clear labels</li><li>Auto-suggestions for common locations</li><li>Validation of required fields before submission</li><li>Immediate confirmation of match creation</li></ul>	<ul style="list-style-type: none"><li>Timely notifications about new player requests</li><li>Visibility of their match to nearby users</li><li>Organized list of all incoming requests</li><li>Easy access to requests from the main navigation</li></ul>	<ul style="list-style-type: none"><li>player profile information immediately available</li><li>Match history clearly displayed with dates and outcomes</li><li>Punctuality score prominently featured and easy to understand</li><li>Player photos to verify identity</li></ul>	<ul style="list-style-type: none"><li>Clear, Accept/Reject buttons on each request</li><li>Instant confirmation of acceptance</li><li>Updated match status</li><li>Notification sent to accepted/rejected player</li><li>Match no longer visible in browsing for other players</li></ul>
User Pain points	<ul style="list-style-type: none"><li>Forgotten passwords requiring reset</li><li>Multiple failed authentication attempts</li><li>Unclear error messages if login fails</li></ul>	<ul style="list-style-type: none"><li>List may be limited or outdated</li><li>No player quality indicators shown on match cards</li><li>Difficult to assess if remaining players fit the team's needs</li><li>No way to message potential players before making decisions</li></ul>	<ul style="list-style-type: none"><li>Form may require too much information or have unclear fields</li><li>No confirmation of successful submission</li><li>Uncertainty about if other players will see the match</li><li>No way to edit the match after creation</li></ul>	<ul style="list-style-type: none"><li>Long wait times before receiving any requests</li><li>No notifications about incoming requests</li><li>Requests may not be visible in the interface</li></ul>	<ul style="list-style-type: none"><li>Punctuality score alone doesn't indicate skill level</li><li>Match history may not load quickly</li></ul>	<ul style="list-style-type: none"><li>Uncertainty about the acceptance being registered</li><li>No way to communicate with accepted players after decision</li><li>Match details may not update in real-time</li></ul>
Opportunities (for Company)	<ul style="list-style-type: none"><li>Implement biometric login (fingerprint/face recognition) for faster authentication</li><li>Add "Remember me" functionality to reduce login attempts</li><li>Provide clear error messages for common issues</li></ul>	<ul style="list-style-type: none"><li>Implement advanced filtering (by distance, time, skill level, position needed)</li><li>Add search functionality to find specific match types</li><li>Add map view option to visualize match locations geographically</li></ul>	<ul style="list-style-type: none"><li>Add optional fields like match type, skill level required, position needs</li><li>Provide estimated response time</li><li>Enable easy match editing after creation</li></ul>	<ul style="list-style-type: none"><li>Send push notifications immediately upon new requests</li><li>Show "request received" confirmation instantly</li></ul>	<ul style="list-style-type: none"><li>Show player bio</li><li>Add statistics (matches played, positions etc)</li><li>Enable in-app messaging to communicate with potential players</li></ul>	<ul style="list-style-type: none"><li>Show full roster preview before final acceptance</li><li>Create match summary screen with all player details and links</li></ul>