

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