Shamail Zahir

Journey Mapping 101

I think this article did a good job laying out what exactly journey mapping is and what it isn't. I think I've had the tendency to group it together with user stories or experience mapping because I simply couldn't tell the difference between all of them. I've felt like there is a bit of repetition in how the design implementation of user experience design because of this. I always thought that it was just the same path being looked at through different lenses. Journey mapping seems like it is a baseline journey that a specific someone might take through your website or app. There are several different journeys that will be made by several different people so I just question when to stop thinking of different journey mapping. I, also, think it's incredibly helpful knowing (or at least trying to know) what your users are experiencing and thinking as they are going through the flow of the design because it gives you an insight into what they are looking at and looking for the most. Just a question, if there are going to be several different launching points from each page you fall on so do you have to take each into account when making a journey map or can you just make a couple to go over the most important things and points in your design?