



User Flow Journey for India Water Portal

1. Discovery and Entry

- **Goal:** Find the India Water Portal platform to contribute and access water-related content.
 - **Actions:**
 - **Landing Page:** The User discovers India Water Portal through a search engine or a referral link and lands on the homepage.
 - **Exploration:** They browse the homepage to get an overview of the platform's purpose and offerings.
 - **Touchpoints:**
 - India Water Portal homepage with a clear call to action for exploring content and joining the community.
 - Navigation menu with links to key sections like "Articles," "Events," "Opportunities," and "Translations."
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2. Content Exploration

- **Goal:** Discover and consume existing content on India Water Portal.
 - **Actions:**
 - **Browse Content:** The User navigates through different categories such as "Articles," "Events," and "Opportunities."
 - **Search and Filter:** They use the search bar and filters to find specific content relevant to their interests (e.g., water conservation techniques).
 - **Read and Engage:** The User reads articles, views event details, and checks opportunities. They may also leave comments or rate the content.
 - **Touchpoints:**
 - Category pages with lists of articles, events, and opportunities.
 - Search bar and filter options.
 - Content detail pages with options for commenting and rating.
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3. Content Contribution

- **Goal:** Share their knowledge and contribute new content to India Water Portal.
 - **Actions:**
 - **Access Contribution Tools:** The User clicks on the "Contribute" button and selects the type of content they want to add (e.g., article, event, opportunity, or translation).
 - **Submit Content:** They fill out a submission form with relevant details, attach any necessary files or images, and submit their content for review.
 - **Touchpoints:**
 - Contribution page with options for different types of content.
 - Submission forms with fields for title, description, and attachments.
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4. Community Interaction and Engagement

- **Goal:** Engage with other users and contribute to discussions.
 - **Actions:**
 - **Comment and Discuss:** The User comments on articles and events, engaging in discussions with other community members.
 - **Network and Connect:** They follow other users and join groups or forums related to their interests.
 - **Receive Feedback:** The User checks feedback on their contributions and responds to comments.
 - **Touchpoints:**
 - Comment sections on content pages.
 - User profiles and group forums.
 - Notifications for new comments and interactions.
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5. Support and Help

- **Goal:** Get assistance with any issues or questions about using India Water Portal.
 - **Actions:**
 - **Access Help:** The User visits the Help Center or FAQ section for guidance on common issues and platform usage.
 - **Contact Support:** If they need further assistance, the User contacts customer support via email or chat.
 - **Community Assistance:** They also engage with the community to get help from other users or moderators.
 - **Touchpoints:**
 - Help Center or FAQ page.
 - Contact support option (email or chat).
 - Community forums for peer assistance.
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Visualising the User Flow

Here's a simplified version of the user flow:

1. **Landing Page**
 - Discover → Browse content overview.
2. **Explore Content**
 - Browse categories → Search/Filter → Read/Engage.
3. **Contribute Content**
 - Select contribution type → Fill form → Submit for review.
4. **Community Interaction**
 - Comment/Discuss → Network → Receive feedback.
5. **Support and Help**
 - Access Help Center → Contact support → Community assistance.

Each step ensures the User can navigate and interact with India Water Portal efficiently, achieving their goals while contributing to and engaging with the community.