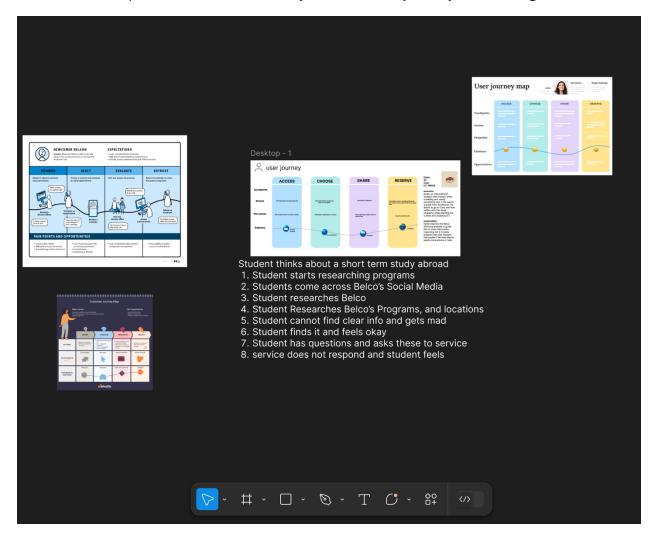**USER JOURNEY (belco)**

INTRODUCTION: Right after having a Dirks presentation about the User journey, we were assigned to make a quick user journey for Belco's users. What would be their actions, pain points and emotions throughout the journey.

TASK DIVISION: Tasks were divided among the group: I gave the user a **story** and character (the text on the right) and helped thinking and **brainstorming** the journey of the user. Under this picture is link that'll take you to the user journey made in Figma.

https://www.figma.com/design/h1HcyYYeLHspVdMG3mz2Nn/Belco-Figma?node-id=69-57&t=MmsJ0MpgZKLxYn8V-0

CONCLUSION AND REFLECTION: this user journey could have **more** to it when I look at it again. The information is rightly explained under but to put it as a visual it should be updates since it feels left off in a way that it looks unfinished and still needs some polishing. This happened since we saw the user journey as a quick class assignment rather

than part of the progress, so nobody touched up on it. It is quite useful for Belco to actually see how the journey of their users would look like without physically explaining it and using a **proper** user journey.