

Stages

High-Level Stages in the journey



Actions

Actual behaviors and steps taken by users



Thoughts

Users' mindsets, questions, motivations and information needs



Emotions

Users' emotional ups and downs of the experience



Opportunities

How can we improve the experience

Get to know boardX



Start using boardX



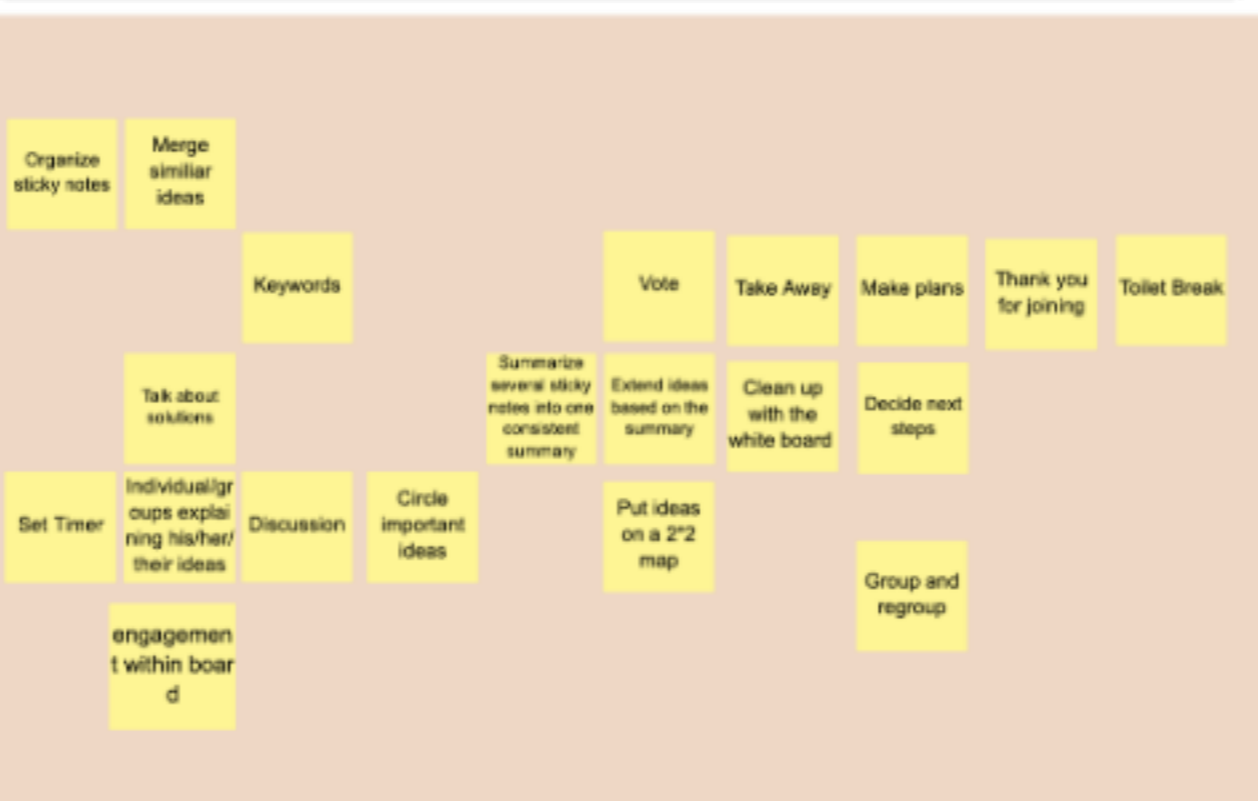
Prepare the workshop



Conduct the workshop-brainstorming



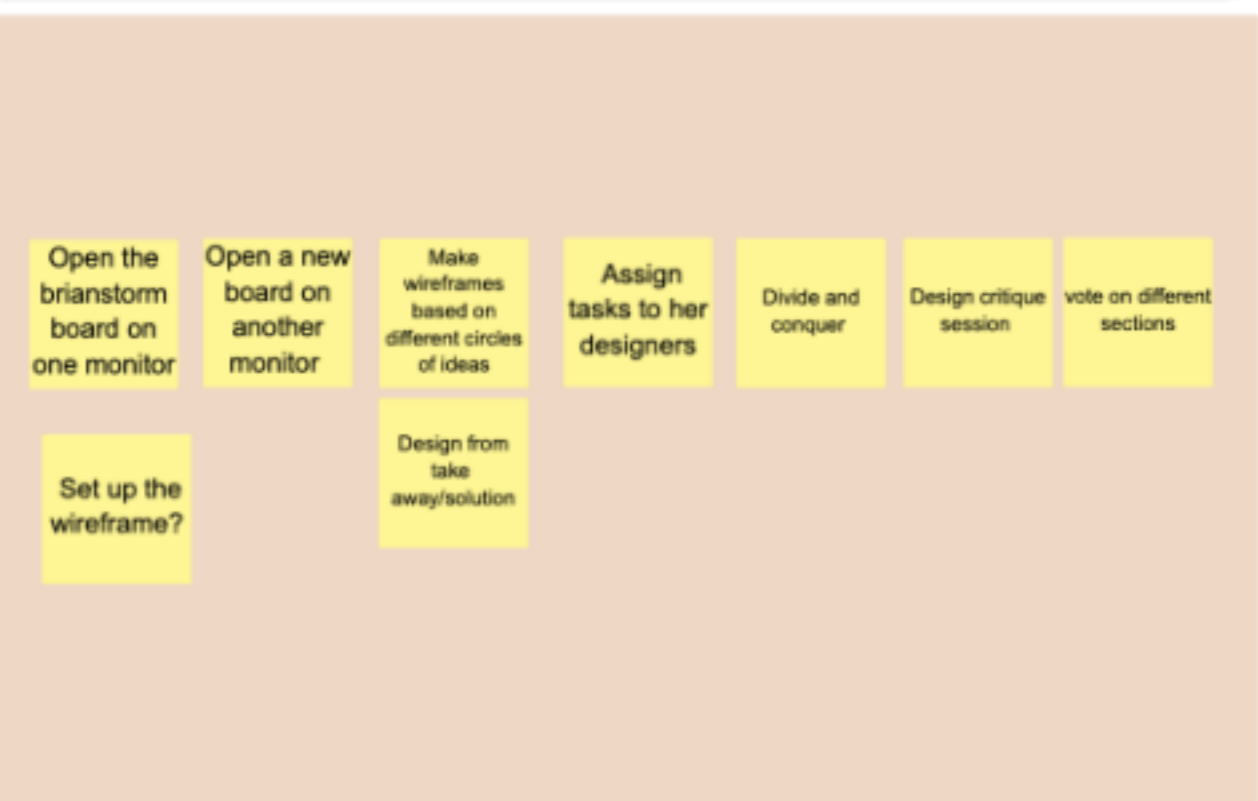
Conduct the workshop-prioritization



Follow-up



Wireframing based on the workshop



Share and present

