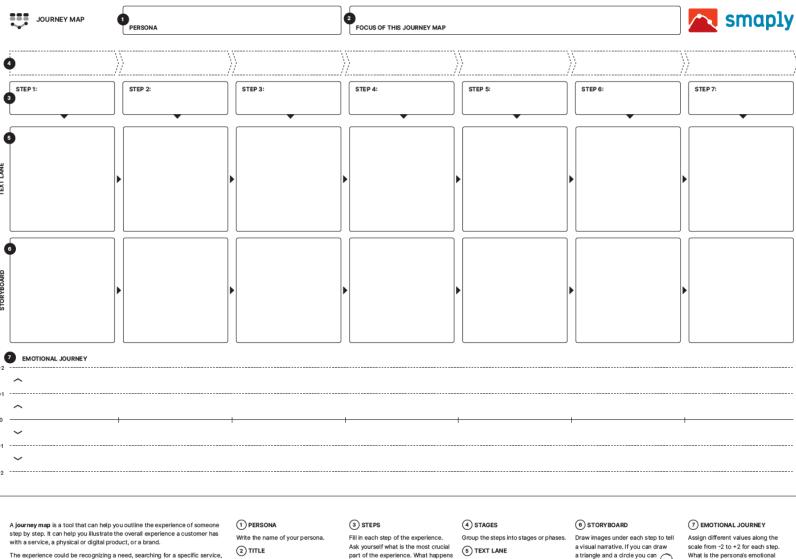
USER JOURNEY TEMPLATE



booking and paying for it, using the service, as well as maybe complaining if something goes wrong, or using the service again.

Give your journey map a title or focus. before that, what happens after?

Describe what happens in each step.

a triangle and a circle you can

experience at this point?