

Resource 3: Example User Journeys

User journeys can be an excellent way of planning out the steps your typical site users will have to take in order to achieve the tasks on your website that you want them to.

Below are two example user journeys for a website, the one on the left mapping out the steps a user might need to take to get in touch with you through your website, and the one on the right covering the steps a user might need to take to take part in a consultation on your site.

