User Journey Map



Gary, 35
Restaurant Manager

Scenario
Gary is starting a weekday lunch service shift, and wants it to go smoothly.

Expectations
- To have a more efficient way to sort orders
- To have an easier way to communicate issues with couriers
- To have better communication with Relay

ACTIONS

MINDEST & EMOTIONS

Preparing
- Starts Shift
- Logs in to Relay
- Starts to get orders

Coordinating
- Orders start piling up
- Hard to prioritize orders

Communicating
- Wants to contact relay with change of address
- Unable to contact Relay
- Contacts relay to resolve issue
- Waits for Relay to resolve the address issue, continuing with other orders

Resolving
- Relay responds. Is working on the issue
- Issue is resolved. Order is delivered correctly
- Finishes shift

Let's have a smooth and easy shift.

Looks like we might have a busy one.

Wait a minute, which ones are going out first ?

Will someone get back to me, PLEASE!

Finally, someone over there is on it.

Whew. So glad this is over.

Opportunities

- Easier way to find orders by priority
- Easier way to contact Relay
- Better communication during time of crisis