

## User Journey Map — Maya (International Student)

Goal: Find a calm, pressure-free moment to relax and reflect.

Stage	User Action	Emotion	Emotion	Engage	Exit
Trigger	Feels mentally tired	Overwhelmed 😞	Curious 🔍 😐	Relieved 🌿 😊	Leaves site 😐
Entry	Visits TherapTea website				Homepage welcomes her
Explore	Browses mood options				Mood selection page
Engage	Reads tea-based content				Tea moment page
Reflect	Pauses, breathes, feels grounded				Internal reflection
Exit	Leaves site				Positive emotional experience

- Maya's experience is calm, supportive, and non-judgemental.
- Each stage is designed to reduce overwhelm and provide small moments of reflection.

This journey map is based on the fictional persona Maya and created for design purposes.