





| PHASES | Registration Why would they trust us? | | | Onboarding and First Use How can they feel successful? | | | End session After the process | |
|-------------------|---|--|------------------------------------|--|---|------------------------------|---|---------------------------------------|
| STEPS | An account to be created if they are new otherwise they can login with the existing account. | User can continue without login (guest mode) | User can login with gmail account | User can follow tutorial session | Personal details to be filled | Profile can be edited | Account can be deleted | Account can be logged out /signed out |
| TOUCHPOINTS | Interaction is done with face detection login | | | Account settings | Location of the truck and the garbage details can be viewed | Chat with bot interface | Interaction is doing in logout session | |
| CUSTOMER FEELINGS |  | | |  | | |   | |
| Backstage | | | | | | | | |
| CUSTOMER THOUGHTS | An easy registration | | Registration can be done via phone | Why is there a need for so much information? | | User Friendly | Unneeded prompt. Eg: How certain are you wish to | |
| OPPORTUNITIES | All personalities have a common login. For instance, citizens, truckers, and others authorities | | | Make sure you only provide accurate information | Sharp responses from webhost and from help menu | Promote the regional tongues | For a smooth re-entry, provide connections to the homepage and login area. | |