

User journey

by the Design Team of Accenture Interactive NL



People
2-9



Time
30 min



Difficulty
Beginner

Project title : Containment zone Alerting Application

<div><div>●</div><div>Phases</div><div>High-level steps your user needs to accomplish from start to finish</div></div>	<div>Create the user account</div>	<div>Outlook of restricted area</div>	<div>Showing alert notification if any one trespass into the containment zone</div>	<div>Precautionary measures should be taken while travelling</div>
<div><div>🔄</div><div>Steps</div><div>Detailed actions your user has to perform</div></div>	<div>Login</div>	<div>Traking Location</div>	<div>Looking for the safest area which is not under the containment zone</div>	<div>Getting updates of Covid-19 cases</div>
<div><div>💡</div><div>Feelings</div><div>What your user might be thinking and feeling at the moment</div></div>	<div>People will come to know the Covid-19 updates</div>	<div>They will be notified certainly if they enter the affected areas</div>	<div>People will kow the intense of the Covid-19</div>	<div>People can take the safest way during the journey</div>
	<div>Always the location to be turned on</div>	<div>Don't know whether there is a privacy of data or not</div>	<div>Network is unstable at times</div>	<div>People may not know whether the data is true or not</div>
<div><div>4</div><div>Pain points</div><div>Problems your user runs into</div></div>	<div>Diffuculty in tracking location in the case of bad weather</div>	<div>Network is an issue in some areas.We cannot make all the people to use this application</div>	<div>Some people may not have the smartphones to access this application</div>	<div>Two or more containmnet zones may overlap</div>
<div><div>5</div><div>Opportunities</div><div>Potential improvements or enhancements to the experience</div></div>	<div>Using the IP Address of the user to track</div>	<div>Notification can be sent through message even if the user doesn't use data</div>	<div>Geofence can be extended to 150-500m</div>	<div>SMS will be send along the nearby doctors reference</div> <div><div>TIP</div><div>Click on the + outside the border of the table to add additional rows and columns.</div></div>

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