Project Design Phase-2

Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID39783
Project Name	Containment Zones altering Application
Maximum Marks	4 Marks

Customer Journey:

| Journey Steps
Which step of the experience are you describing? | Discovery
Why do they even start the journey? | Registration
Why would they trust us? | Onboarding and First Use
How can they feel successful? | Sharing
Why would they invite others? |
|---|---|---|---|---|
| **Actions**
What does the customer do? What information do they look for? What is their context? | It is intended to provide information about containment zones in a particular region | Connect their Google Account / The app should have user registration and login / They should have a login to app and update the containment zones locations in portal | Goes through the search bar / Click on Help icon / Clicks on learn more / Leaves feedback for the tracking the areas | Edit and Invite / They invite others to know about the cases area |
| **Needs and Pains**
What does the customer want to achieve or avoid?
Tip: Reduce ambiguity, e.g. by using the first person narrator. | Key benefits of the application are monitoring people activity and alerting them to their safety movements / They should be able to see how many people are visiting that zone | Based on the location a Geofence will be created within a 100 meters radius / It will track the user location / Update the database with the current location | If user is visiting the containment zone he will get an alert notification / Help me to complete the process of finding areas with my local language typing / This is used to monitors public movements like entry and exit to fence | Tracks the spread of the disease in real time / Those people would be advised to self isolate for fortnight, but would not told who had triggered the warning |
| **Touchpoint**
What part of the service do they interact with? | This app guides the requirements of what they need to search the containment zones area | Online searching Containment zones area Websites / Free trail page / Apps in andriod , mac ,ios... | Help me to feel confidence about the cases area / The areas will be updated on date / Help me to find the containment Zones areas / Chat bot can make help me easy to get the areas | Finding the area is really simple / Get direct interaction with the areas |
| **Customer Feeling**
What is the customer feeling?
Tip: Use the **emoji app** to express more emotions | 🤯 | 🤔 | 😟 | 🥳 |
| *Backstage* | | | | |
| **Opportunities**
What could we improve or introduce? | search area easily through using google maps | This includes information on self isolating to every one who displays symptoms of covid-19 or lives with some ones else who does | The intention is to check they do not leave their home while contagious | How might we the personal connection with the containment areas |

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