Project Design Phase-2

Customer Journey Map

Date	08 October 2022
Team ID	
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