

Project Design Phase-II

Analysis Interpretation and Modelling

Team ID	PNT2022TMID02723
Project Name	Project - Plasma Donor Application

Functional Requirements:

Following are the functional requirements of the proposed solution.

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Registration	Registration through Website
FR-2	User Confirmation	Confirmation via Email
FR-3	User Login	Login through registered email id
FR-4	Send Request	Patient should fill their details and make a request
FR-5	Contact Donor	Donor and Patient contact by the details shared via email

Non-functional Requirements:

Following are the non-functional requirements of the proposed solution.












FR No.	Non-Functional Requirement	Description
NFR-1	Usability	The plasma Donor application is user friendly and does not involve any complex process
NFR-2	Security	The donor/receipient details are stored in a secured clould based database.
NFR-3	Reliability	The application will have no down time so that you can always rely on and the information provided by it are so reliable
NFR-4	Performance	The application will work efficiently in emergency situatons with an instant notification system.
NFR-5	Availability	The application will be available online 24x7
NFR-6	Scalability	The application can be accessed by multiple users at the same time and it has the ability to increase or decrease the IT resources as needed.

Customer Journey Map:

Plasma Donor Application

Project Design Phase - II Customer Journey Map

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SCENARIO Registering, Requesting Notification about the request Receiving	 Entice How does someone initially become aware of this process?	 Enter What do people experience as they begin the process?	 Engage In the core moments, what happens?	 Exit What do people typically experience as the process finishes?	 Extend What happens after the experience is over?
 Steps What does the person (or group) typically experience?	<div>Searching for plasma</div> <div>Through various medium</div> <div>Discovers our app</div> <div>Discovers and visits our site</div> <div>Finds plasma donor information</div> <div>Finds the required plasma donor information through our site</div>	<div>Register</div> <div>Request</div> <div>Donor registers on the website</div> <div>Patent finds the donor information and makes a request</div>	<div>Search for required plasma</div> <div>Patent can view the available plasma information</div> <div>Requesting</div> <div>Patent makes a request by providing their details</div> <div>Get notified</div> <div>Get notified by email</div>	<div>Exit the application</div> <div>After getting the notification, user can exit the application</div> <div>Prompt for review</div> <div>One hour after the user finishes, an email and in-app notification prompt the user participant for a review</div> <div>Write and submit the review</div> <div>The user writes a review and gives the user a star rating out of 5</div>	<div>History appears in the user profile</div> <div>The histories of the completed donation appears on the user's profile with a few details about that donation</div> <div>Recommendations</div> <div>Plasma needed and donation related pop-up recommendations showed to user on the website</div>
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<div>Initially patient interacts with the App, finds and makes contact with the donor</div> <div>Users can access the app from any place</div> <div>The user can use any desktop or mobile which has access to internet and a browser</div>	<div>Registration form which is used to collect the donor information</div> <div>Request form to Request for plasma</div>	<div>User interacts with search overlay within the application</div> <div>User interacts with request making section within the application</div> <div>Interacts with the received notification on any medium that user using</div>	<div>Interacts with exit process in app and meet that plasma donor in person to get those needed plasma.</div> <div>User's email (like Gmail)</div> <div>"Leave a review" modal window within the profile on the website or app.</div>	<div>Successful donation section of the profile on the website, or Android app</div> <div>Recommendations window within the website</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Help me to find the right plasma donor</div> <div>Help me to contact with the donor</div> <div>Help me to avoid obstacles that prevent me from finding the right donor</div>	<div>Help me to find the donor by making a request</div> <div>Help me to login securely</div>	<div>Help me to search through application in search of donor</div> <div>Help me to make an request about the plasma type I needed</div> <div>Help me to get the request details through notification</div>	<div>Help me leave the application with good feelings</div> <div>Help me spread the word about the great services</div>	<div>Help me see what I've done before</div> <div>Help me to know about related donations and needy plasma</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Positive moment when finding out a donor who matches with patient's plasma type</div> <div>Positive moment when realizing about the time & resources when compared to other means of sources</div>	<div>Positive moment when the registration process is completed successfully and securely</div> <div>Feeling positive when successfully logged into the application</div>	<div>Feel helpful when given through the desired results</div> <div>Feel promising on getting a correct donor when made a request</div> <div>Feel very thankful after getting the details of the matched plasma donor</div>	<div>User generally leave this application feeling thankful</div>	<div>People like looking back on their past finished donations</div> <div>Having recommendation window, it allows user to help others and also know about willing donors</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>The user will feel frustrated when the interface is not user friendly and it involves complex process</div> <div>User will feel disappointment when the application heavily bugs and creating difficulty</div>	<div>The user will feel frustrated when the Registration process is not successful</div> <div>The user will feel frustrated when they can't login</div>	<div>Feel negative when there was enough results when searching through the application</div> <div>Feel negative when there are bug on reporting section</div> <div>Feel disappointment when there was a failure in receiving notification</div>	<div>Feel negative about the application when after meeting, that donor is person actually had a wrong plasma type</div> <div>User describe having a review as an endless process</div>	
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Providing responsive and friendly user interfaces</div> <div>Reviewing the reducing the bugs faced and making the whole process simple</div>	<div>Get only necessary information from the Donor. Avoid irrelevant fields and make the process simple</div> <div>Authenticate and securely login the user</div>	<div>Include services which make the requesting process on a smooth way</div> <div>Include mechanisms to receive the notification on various medium</div>	<div>Include services such as review system about the application</div> <div>How might we progressively disclose the full review so that each user feels more simple</div> <div>How might we totally eliminate this issue?</div>	<div>How might we help remember things they've done in the past</div> <div>How can we make this recommendation a more personalized one with user's data?</div>