



TEAM ID : 35176

Plasma Donor Application

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>website</div> <div>The user will be able to visit the website and get details about process</div> <div>Contact hospitals</div> <div>An applicant will contact the hospital before the app they can guide to use this app</div> <div>Through social groups</div> <div>A donor can get to know about the website through any social group</div>	<div>Access the website</div> <div>The user will be able to access the website through mobile or desktop</div> <div>Register and Login</div> <div>The user information like contact details will be acquired and stored</div>	<div>Interact with chatbot</div> <div>For users who are not able to fill forms they will be able to interact with chatbot and get details</div> <div>Fill form of request</div> <div>The applicant can post their request by mentioning the details of request</div> <div>Donor view</div> <div>A donor would be able to view all the request and also register their medical details</div>	<div>Get request details</div> <div>A donor would get a notification through sms or email</div> <div>Get Acceptance from donor</div> <div>After the donor accepts the request the requester gets details about donor</div>	<div>Donor requester interaction</div> <div>The donor and requester would be able to contact each other</div> <div>Setup meet up point for exchange</div> <div>The donor and requester set up meeting location</div>
<div></div> <div>Interactions</div> <div>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>	<div>Hospital staff can guide them into the portal to login and clarify details</div> <div>The users can remotely fill their details for creating the profile or they can contact hospitals for registering</div> <div>The website should address all the user queries</div>	<div>Users can use mobile phones or PCs or Desktops for creating their profile and filling their details.</div> <div>Users will be contacted by the owner when they are ready for donating</div>	<div>User can easily details regarding plasma donation by viewing the announcements post by admin</div> <div>User will be able to modify their password and profile by filling details in the website</div> <div>If user forgets his password they can set new one by following the link sent via mail</div>	<div>The user would be able to clear their personal details</div> <div>They should be able to remove their request from portal</div>	<div>User will be able to interact with the admin of the website and ask queries</div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me to get the details of the website</div> <div>Help me to get the correct access location</div> <div>Help me avoid wrong websites that steal my data</div>	<div>Help me to provide my access details</div> <div>Help me to be confident that my details are secure in this app</div>	<div>Help understand on how to apply on the website</div> <div>Help me to be confident that i will the mandatory columns</div> <div>Help me see the process carried out earlier</div>	<div>Help me see the location of the donation to be made</div> <div>Help me to commit to the particular request</div>	<div>Help me contact the requester</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>User-friendly UI provided by the website making it easy for the users to navigate through sections of the website.</div> <div>users should be satisfied with the details about the website</div> <div>User must be clear about the whole process.</div>	<div>Easy login by google or email account sign in</div> <div>receiving confirmation about login</div> <div>User authentication mail helps user to securely access his account</div> <div>UI design in such a way that user can easily navigate to different sections</div>	<div>Easy access of details via chat bot</div> <div>verification of details to be submitted</div>	<div>Getting access to the donor details</div> <div>Getting access to the donor details</div>	<div>donor is able to reach to the requester in time</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>People do not know whether it is a authorized website</div> <div>Hospitals can't fill the request instead of them</div> <div>They fall into traps by some other 3rd party applications with same name</div>	<div>User may give in incorrect login details</div> <div>They would be hesitant to provide personal information</div>	<div>people may submit credentials by mistake and can't revert back</div> <div>Some information required may not be clear</div> <div>donor needs to trust the request</div> <div>Anyone can accept a request leading to wasting requestor time</div> <div>User can fill in the wrong details which would result in sending notification to wrong user</div>	<div>After using the account the user may not trust the app to store credentials</div> <div>They need to properly close the request</div>	<div>The donor would be in far away location</div> <div>proper communication could not be established between the donor and requester</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Prove the authenticity about the website and confirm we don't store any user information</div> <div>Guide hospitals to login and create account on their behalf</div>	<div>Provide login through google / facebook or other social media</div> <div>Validity of user can be confirmed by OTP authentication</div>	<div>A chatbot sequentially requesting the correct options can be built</div> <div>The chatbot should be able to contact the database and display information</div> <div>Before applying all the details should be confirmed</div> <div>Proper records can be collected to validate the request</div> <div>Availability of donor should be confirmed</div>	<div>All the details about the request should be deleted after completion</div>	<div>A messaging portal can be established between donor and requester</div>

