SCENARIO

Using a COVID Containment Zone App



How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



In the core moments in the process, what happens?



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?

Testing an app

The majority of users first tryout other The customer creates an id to use aftrer downloading our program

The process of entering the application

View their location

Search at the

Get aware of covid statistics

Review creation and

Background surveillanc e

The user is at ease and secure



Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Places: Where are they?

Things: What digital touchpoints or physical objects would they use?



The customer creates a user id for themselves to use after installing our

Amy determine whether the user is in an affected

will help us promot our app

The finished tour will also be visible to other user if they interact with person

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Please assist me with locating covid statistics

Kindly help me in viewing details effortlessly

Easily assist me with logging in

Kindly guide me in navigating the app quickly and easily.

Kindly advise me in goging places without being affected by covid

about the current covid status in the app states sectin .

Kindly amend me feel safe and secure

Send me notifications even when im not utilizing the application please



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

There by raising



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Authentication problems could occur

Ineffective location services

covid statistics from the internet is not aleays guranteed

User might find the review request annoying

The apps sudden existence could make the user



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

intent popups be used more effectively to

be updated to track other pandamics?