

PROJECT DESIGN PHASE-2

PROJECT TITLE: CONTAINMENT ZONE ALERTING

Template

TEAM ID: PNT2022TMID37100



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with Product School

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<div>Scenario</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Enter</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Categories</div> <div>Users search for tours within based on their own interests</div> <div>Application</div> <div>Users can view tour data through website or app</div>	<div>Registration/Creating account</div> <div>The user can create an account by registering their email address</div> <div>Login</div> <div>The user can login by entering the username and password</div> <div>Verification</div> <div>The user can verify their email through the verification link</div>	<div>Search information</div> <div>The user can search for tours based on location</div> <div>Get price/see tour interest</div> <div>The user can see the price of the tour and if they are interested, they can click on the tour to see more details</div>	<div>Add items to background</div> <div>The user will see the items they have added to their background</div> <div>Notification alert</div> <div>The user will get a notification alert when they have added items to their background</div>	<div>Safe</div> <div>The user will feel safe</div> <div>No tension</div> <div>The user will not have any worries</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Interaction with people and place</div> <div>Help me to get a better understanding of the local area</div> <div>Interaction with things</div> <div>Help me to find a good place to visit</div>	<div>Help me to create a account</div> <div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Search with filters</div> <div>Help me to find a good place to visit</div> <div>Search with filters</div> <div>Help me to find a good place to visit</div>	<div>Search with filters</div> <div>Help me to find a good place to visit</div> <div>Search with filters</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Help me to get a better understanding of the local area</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Help me to get a better understanding of the local area</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</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>Help me to get a better understanding of the local area</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>	<div>Help me to find a good place to visit</div> <div>Help me to find a good place to visit</div>

