Project Design Phase-2

Customer Journey Map

Date	12 October 2022	
Team ID	PNT2022TMID48441	
Project Name	Containment Zones altering	
	Application	
Maximum Marks	4 Marks	

Customer Journey Map:

ourney 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 nformation do they look for? What is their context?	It is intended to provide information about consistenced particular region	Connect The app They should have short to appared upture Google registration and login They should have a should have should h	Goes through Click on learn the search bar Click on more the areas	Edit and ones to know about the about the cases area
leeds and Pains What does the customer want to achieve or avoid? ip: Reduce ambiguity, e.g. by sing the first person narrator.	Soy bronths of the application are explosions are explosions proper explosion proper explosion proper explosion proper explosions and explosions are explosing that explosions the explosion properties are explosing that explosions are explosing that explosions are explosing that explosions are explosions are explosions are explosions are explosions.	Based on the boddon a lit will track Update the boddon a fine the user destables with created within a location the current location location	If user is visiting the consistence of the consistence of the consistence of the consistence of finding movements like and elect almost with my consistency and exist to local language opinion.	Tracks the tracks propri was a speed of sacrate and speed of sacrate to thought the disease in the disease in what the sacrate to the sacrate speed who that arguest do sacrate speed to the sacrate s
couchpoint What part of the service do hey interact with?	This app gardes the requirements of influid they need to search the constrainment across area area	Online searching containment containment page loss Page loss	Heb me to The areas Help me to Chat bot can feel will be find the make help confidence about the updated on containment me easy to cases area date Zones areas get the areas.	Get direct Finding the interaction area is really with the simple areas
ustomer Feeling /hat is the customer feeling? ip: Use the emoji app to xpress more emotions	8	<u> </u>	8	6
ackstage				
Opportunities What could we improve or ntroduce?	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