Project Design Phase-2

Customer Journey Map

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Customer Journey Map:

Journey 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 information do they look for? What is their context?	It is intended to provide information about containment zones in a particular region		Connect their Google Account	The app should have user registration and login	They should have a login to app and update the containment zones locations in portal	Goes through the search bar	Click on Help icon	Clicks on learn more	Leaves feedback for the tracking the areas	Edit and Invite	They invite others to know about the cases area
Needs and Pains — What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Key benefits of the application are monitoring people activity and alerting them to their safety movements	They should be able to see how many people are visiting that zone	Based on the location a Geofence will be created within a 100 meters radius	It will track the user location	Update the database with the current location	If user is visiting the containment zone he will get an alert notification	Help me to complete the process of finding areas with my local language typing	This is used to monitors public movements like entry and exit to fence		Tracks the spread of the disease in real time	Those people would be advised to self isolate for tonight, but would not told who had triggered the warning
Touchpoint — What part of the service do they interact with?	This app guides the requirements of what they need to search the containment zones area		Online searching Containment zones area Websites	Free trail page	Apps in andriod , mac ,ios...	Help me to feel confidence about the cases area	The areas will be updated on date	Help me to find the containment Zones areas	Chat bot can make help me easy to get the areas	Finding the area is really simple	Get direct interaction with the areas
Customer Feeling — What is the customer feeling? *Tip: Use the emoji app to express more emotions*	🦉		🫤			🙁				🥳	
Backstage											
Opportunities — What could we improve or introduce?	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	

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