PROJECT DESIGNING PHASE - II

DATE	18-10-2022
TEAMID	PNT2022TMID02299
PROJECT NAME	PLASMA DONOR APPLICATION

Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit 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?	On the lookout for a website specifically for plasma donation. Caregivers who are in search of a plasma/ individuals who volunteer to give plasma.	Register Login Initially, the users will be directed for registration with their valid details. Now, the users will be able to login into the application using the credentials declared previously.	Caregivers can search for the required plasma on the application or can directly request a volunteer. Caregivers can search for Individuals can donate their plasma voluntarily/based on the request.	Find a donor Exit the application Users will be able to find the donor they need with this app.	Ask for Review Recomendations Notifications can be sent to the users for needed plasma.
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?	View the application's interface Can connect to the donor/beneficiary. Able to interact with chatbot wizard.	Register section Login Section	Users can connect with the required plasma donor/receipent and have all the information about them. Interacts with the notifications received for the requirement of plasma.		Users can leave a review or suggestions for the betterment of the application With the help of recommendations, the application can reach more people who are in need.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	To search for the required type of plasma needed To identify the right donor	To register into the application without any hassle. To safely login into the application using my credentials.	To identify the right donor. To know about the donor's information. Help me to determine the validity of the information provided by the donor.	Help me to leave the application with the right donor.	Help me to know about related donations and needy plasma
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Feels positive when successfully matched with the required plasma type. Feels positive when we know that the process will take less time	Feels positive when able to register without a hitch. Able to login successfully.	When finding the right donor with less time. When can reach people close by with the help of their locating details.	Feels positive when can able to find the right plasma within the stipulated time.	The recommendation window allows the user to help others as well as to know about volunteer donors.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Unable to figure out where and how to search for donors. An unresponsive application.	Unable to edit their profile. Poor application development leading to crashes and bugs.	Feeling negative when there are not enough matches. Counterfeit profiles.	Unable to find a match through search or even through a request.	The user leaves a review as a tough process.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Construct a process that allows users to easily comprehend.	Comprise only details relevant to the registration, leaving unnecessary information. Enabling the option to edit their user profile.	Provide users with the ability to use the chatbot effectively. Building a process to ensure smooth searching of plasma. To provide the users with a better mechanism for requesting process.	Construct a productive review system that assists in developing the application.	How to make the recommendations more sensible?