

Justomer 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







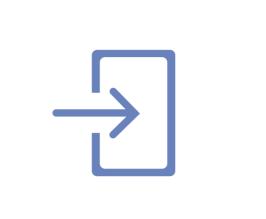
Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

PROJECT DESIGN PHASE - II

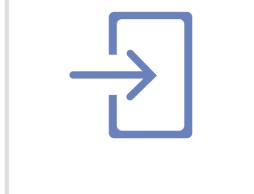
Project Title: Containment Zone Alerting Application





How does someone initially become aware

Entice



Enter What do people



Engage

In the core moments in the process, what

zone via Maps



What do people typically experience as the process finishes?

App runs in



Team ID: PNT2022TMID22391

What happens after the experience is over?



What does the person (or group) typically experience?



alerting applications to safeguard them from

the disease

get preventive measures fromt the disease

User wants to take

preventive measures

by not entering the

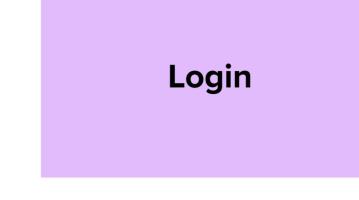


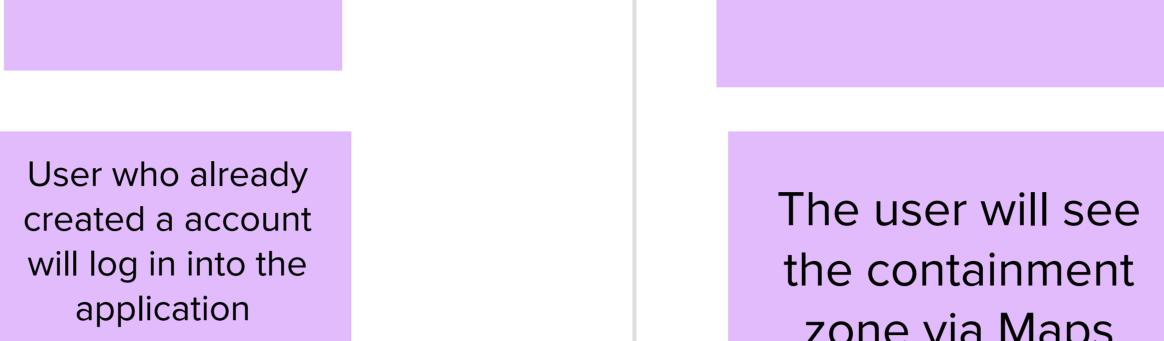
User enables location permission

experience as they begin the process?



The user enter the







The user will see the current status of count of affected

User will enable location tracking to

Location tracking

The user will see that the application is prevent them from running on entering the background

The user will get a notification if he/she

enter a contaminated

zone

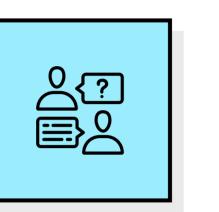
The GPS will be

Safe

safe

No tension

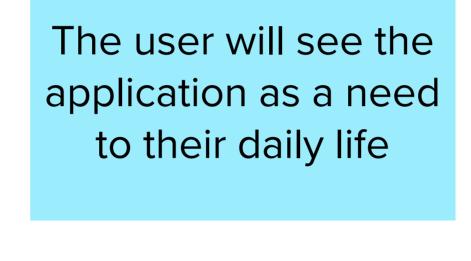
The user will fee The user will not have any worries

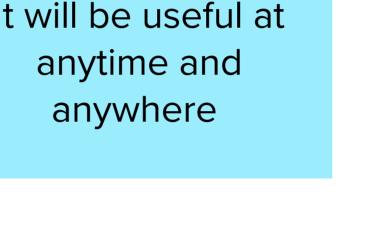


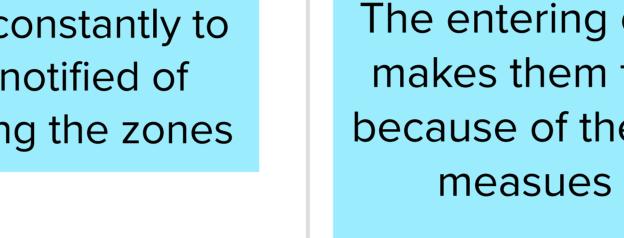
Interactions

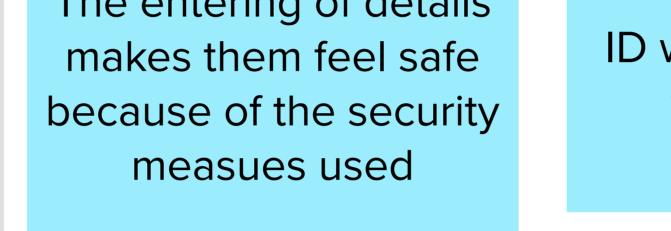
What interactions do they have at each step along the way?

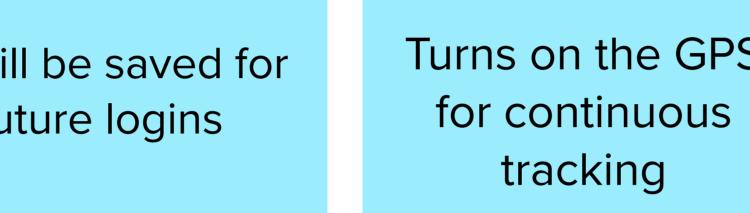
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?











destionation is showed

Helps to take safer

Prevents from

The application help used constantly to them by alerting

entering the zones

The users location for future

the cases and other related

Get updates about



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Help me to get to safety

Help me to prevent me from entering any contaminated zones Help me to create a account

Help me to have an application for my safety

Help me to track the location of myself and get alerted

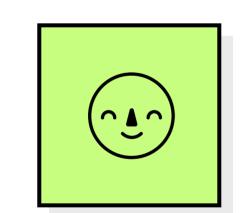
Help me to see where are the containment zones

Help me to know about the cases in the region where I am

Helps me by not entering any zones Helps me by getting a notification when entering zones

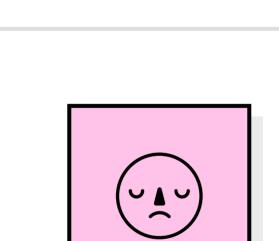
Helps me by providing accurate information

Helps me to track the zones I entered



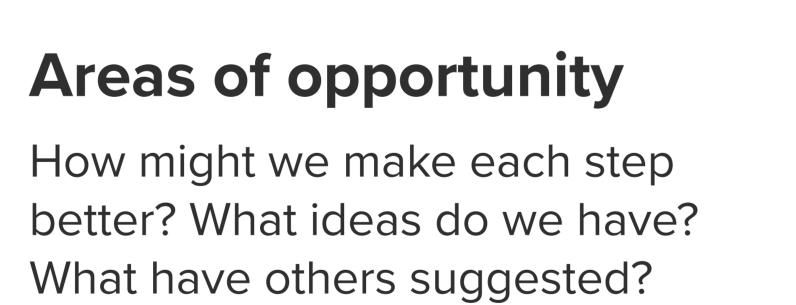
Positive moments

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



Negative moments

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



The accuracy of the application

> The radius of geofencing can be increased

Helps to take safe

route

Excited to see how the application works

> Security of the data entered

> > Easy Login

Shows containment zones

There will be no proper updates if there is server error

Showing nearby hospitals

Information is updated frequently

Containment zones accurate locations

Showing Asiistance options Notification alert system

> Alert should be precise

Alerting users through normal SMS in case of no Internet

Accuracy

Overlapping of 2 or more containment zones

Using IP address to track the user even in



