arch, donate, update data ar availavility



ENTICE How does someone intially become aware of this process?



What do people experience as they begin the process?

Start search

The users filter

the available user

data based on the

her requirment



in the core moments in the process ,what happens?

Arrive at

After



What do people typically



What happens after the experience is over?



STEPS

What does the person or groups typically experience? Searching Donors

Most of the

the donor for

emergencies

oples searching

Visit website or app

navigates to the

searching section of our website or

app

Browse vailable donor

The users brows

the user data

based on the her

requirments

complete the information about

details the donor the gives the confirmation

The donor meet nfirmation th and receipant side donor arrive location quickly

**Meet the Donor** 

lication gives what are the

Explore the application

The users can leave the lication in tw ways

review about the application after completing the seaching process

Application Review

The users give the suggestion about the application

Writing & Submitting review

The donation historv available in the app

The user can have survey for

The users get the uggestion on the based on the records



INTERACTIONS

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

In the donor app people can seard for donors and ey can see wher the donor is

isit the website o app with their

nors is quite fas and quick

The donor will l hown based o of the needy Jser can easily fill the rith the help of

It makes the easily

After knowing location user arrives there

Knowing the he donor will be n lifesaver equa to god in eipant point

The user can eave at anytim easily for

We can give any nd it will be R&L too

The users give the suggestion about the application

will be maintained

The survey taken will make the app to improvise

Personalized

survey

The users get the plasma they ated till up to date



**GOALS & MOTIVATION** 

at each step, waht is a person's primary goal or moivation?

The main motivate is to search the donor

It is user Friendly approach others to use in their needy time

The main goal is to search for plasma donor and to give the plasms donor's plasma where needed

If the donor wants to donate means the donor has to provide certain details

After receiving the confirmation satisfied and motivated

By the motivation the donor arrives to the location

The person who After donating the plasma the donor got motivated and wants to get plasma sees the donor ,the person same and tells to ultimate goal gets donate the same a the person did

The donor gets satisfied and close the application after donating plasma

Donor got satisfied and gives review of the application

happy review makes happier who built it

Happy and

Not only the donation bistory is available but the review given

Not only general reviews reviews also motivates a lot to enhance a more

Overall suggestion given will be processed and if needv means it will work under the process of it



**POSITIVE MOMENTS** 

What steps does a typical perason find enjoyable ,productive, helpful or execiting?

An easy to use search engine that can make the website search process easy

It gives the exactly

It help all over the people who are in needy and nearly located

to get available

donor who are

ready to donate the

plasma

Searching the satisfied feel for the person who doesn't know about the app rural place

problem it make

take some time to

search

doesn't know about how to use the app the navigation helps to get the details

After receiving the

recipient found the user and the user arrived gives an eniovable moment

perfect health condition gives an happy moment too

With the satisfaction the user suggest to everyone

user uses the application whenever the plasma needed until the donor Happy reviews gives happiness to everyone close the application

satisfied written reviews gives an to others who are application and

Secured data in app makes an happy donor

Survey analysis is always useful

personalized survev makes a happy donor and satified recipient too



**NEGATIVE MOMENTS** 

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

If the user is new a little bit

If the application hould work good means the environment should also be user friendly

It cannot find multiple donors at a time

It is difficult for the person who doesn't have the of knowledge

It is difficult for the person who doesn't have the of knowledge

Sometimes the location may be difficult for the donor to go far for donating the plasma

user cannot able to see the recipient the user directly meet the doctor or hospital management directly

Sometimes the

It may sometime cannot reach in many areas

While leaving the application it may take sometimes to clear the data hich is stored in backend

The review giver will also be erased or cleared

An bad review makes others to think about the application

will be stored until the user is logged in otherwise it won't be available there

Donation history

Fake survey gives an fake impact among the user but it cannot be done with the user

which is not related to the app will come