Project Design Phase-2

Customer Journey Map

Date	19 October 2022	
Team ID	PNT2022TMID03224	
Project Name	Containment Zones alerting Application	
Maximum Marks	4 Marks	

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 consumment about consumment across the information region particular region.	Connect The app They should have align to app and option the user Google registration and login Account and login	Goes Clicks on feedback for through Click on learn the tracking the search bar Help icon more the areas	Edit and one to know cone to know Invite 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.	Boy breefind of the application are exercised popular many production and exercised popular must yet people during and serving the examination of the exercised policy exercised and production of the exercised policy ex	Based on the Sociation In Consistent In Cons	If user is vividing likely me to the containment complete the monthly policy for monthly policy and let are swithing tool fraction to large user for the swithing control policy and exist to local largeupe fence.	Tracks the Thou prope wast be absorbed set spread of toolse for homes, the disease in who that agreed pre-airing.
Touchpoint What part of the service do they interact with?	This app girldes Use impaintments of what they reed to searth the consumment zones are a	Online searching Free trail Apps in Containment containment andried, mac zones area page libs	Help 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	Finding the Interaction area is really with the simple areas
Eustomer Feeling What is the customer feeling? Fip: Use the emoji app to express more emotions	©		9	%
Backstage				
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