## Project Design Phase-2

## Customer Journey Map

Team ID	PNT2022TMID06568	
Project Name	Containment Zones altering	
	Application	
Maximum Marks	4 Marks	

## Customer Journey:

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	It is intereded to provide elformation about comes in a comes in a particular region	Connect The app they should have alogiful sap and splate the ground flavor update the google registration and login portal	Goes through Click on the search bar Click on the search bar Click on the search bar Click on the tracking the areas	Edit and 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 under to see how manning possible them is their staffy them is their staffy them is their staffy movements.  They should be application and allowed the same application are visiting that are visiting that are some and the same application and the same application are same applications.	Gued on the location a the User database with created within a location location location	If user is visiting lety me to complete the containment complete the monitors public containment process of finding movements like an alert local legislate entry and exist to logalize entry and exist to logalize the legislate find the legislate of the legislate entry and exist to legislate legislate entry entry exist to legislate entry entry entry exist to legislate entry exist entry exist entry exist	Tracks the Those people would be advantise set appread of asset for transition, the clisease in the clisease in real time or warming or warming.
<b>Touchpoint</b> What part of the service do they interact with?	This applyades the requirements of what they pred to search the concurrent under the concurrent under the concurrent under the concurrent they are the concurrent the concurrent they are the concurrent the concurrent they are the concurrent theory are the concurrent the	Online searching Free trail Apps in Containment cones area Page Jos	Heigme 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	Get direct Finding the interaction area is really with the simple areas
<b>Customer Feeling</b> What is the customer feeling? Tip: Use the <b>emoji app</b> to express more emotions	8		<b>2</b>	<b>%</b>
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