
































Project Design Phase-2

Customer Journey Map

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

Customer Journey:

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?		  	   	 
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	 	  	  	 
Touchpoint What part of the service do they interact with?		  	   	 
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Backstage				
Opportunities What could we improve or introduce?	<div>search area easily through using google maps</div>	<div>This includes information on self isolating to every one who displays symptoms of covid-19 or lives with some ones else who does</div>	<div>The intention is to check they do not leave their home while contagious</div>	<div>How might we the personal connection with the containment areas</div>