| | DATE | | 03 - 10 - 2022 | | |
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| | PROJECT NAME | | PLASMA DONOR APPLICATION | | |
| Scenario Searching, Registering, Requesting, Receiving Notification about details of the plasma donor | Entice How does someone initially become aware of this process? | Enter What do people experience as they begin the process? | Engage In the core moments in the process, what happens? | Exit What do people typically experience as the process finishes? | Extend What happens after the experience is over? |
| Steps What does the person (or gray typically experience? | Now a days everyone having smart phones by searching through the search engines. Known persons Blood banks not only to fully depend on the mobile but also asking to the known persons about this and getting the info. By asking any alternative methods instead of plasma and getting information about it. | Login and Details Contact details Confirmation After entering personal details, they have to enter the contact details like age, blood group, how much needed and all other stuffs. After entering personal details, they have to enter the contact details including the phone number, location, etc. After giving both the personal as well as contact details, finally confirmation will be asked and ends with a notification. | Reach your location Meet up Finally After confirmation, the donor who wants to volunteer will get your details and arrives to your location. After reaching your location the donor will contact the requester and follows up. After reaching your location the donor will contact the requester and follows up. | After completion, act for reveiw Sharing the donation Review and rating The Donor can end his visit. After completion, certificates are provided Achieves rewards for donation through app | Recorded in the donation History Passing notifications General Queries It checks the health of the donor by asking some questions. |
| Interactions What interactions do they he each step along the way? People: Who do they see Places: Where are they? Things: What digital touc physical objects would the | Not only as apps but also as web applications. Smart phones, Tab, Laptops and Desktops. hpoints or | Login and Signup section Signs up with required personal and contact details Confirmation sent through email or SMS. | Interaction with app interface Interaction with requests Direct interaction with requester | Interaction takes place after donation and leaving. Interaction through mail services for receiving E-Certificates. Interaction through mail services for receiving E-Certificates. | Completed experiences section on the profile itself. Interaction by passing general questions to both donor as well as recipient for health consideration. Recommendation includes for sharing the donation completed. |
| Goals & motivations At each step, what is a perse primary goal or motivation? ("Help me" or "Help me av | proper donor with proper blood group. On's donor at the right time. | Help me to get through the confirmation part without any problem. Help me to get through the confirmation part without any problem. Help me to contact the donor in time | Helps me to stay strong without burden. Helps me to find the right donor and start the process. Help me to find the contact details of the donor. | Help me to get out of this application with a good positive and a satisfied manner. Help me to tell about this application to more number of people in a good manner. | Help me to see what i have done before getting into this application. Help me to go through about doing next. Help me enhance more features for the availability of the donors. |
| Positive moments What steps does a typical particle of the steps does and typical particle of the steps does are typical particle of the step does are typical particle of the s | un, | brings lot of confidence and hope Entering details and needs and conforming is simple and easy. Emails and verification are done for safety. | Our search in donors tends to be good and reassured when they met the donors. People surely have a trust and confidence above 95%. People surely have a trust and confidence above matched plasma donor. Feel very thankful after getting the details of the matched plasma donor. | New Applicant really leaves this with lots of inspiration and response towards plasma donation. | Customer will really like looking about their past needs and their details. People will really recommend to many of others because of this work. |
| Negative moments What steps does a typical particular find frustrating, confusing, a costly, or time-consuming? | People sometimes forget to enter their details properly. This leads to wrong donor details. Feels sad sometimes due to some bugs and glitches. | Sometimes not getting hope about their need. | people may find some difficulty in finding exact location of donor. | They sometimes forget to fill up the review. Leaving negative reviews. | Negative reviews leads to prolonged distress even after donation. |
| How might we make each so better? What ideas do we have others suggested | simpler in filling out data. service without data. service without bugs. | Secured experience due to series of authentication process | Smooth request process Notification through many platforms | Appreciation for the donation through rewards. Could be available at different languages. App might eliminate unnecessary data. | Making applicant to remember about their past request. Maintaining privacy about donor contact details after donation. |