Browsing, booking, attending, and rating a local city tour

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 group) typically experience?

Entice			Enter			Engage			Exit		Extend	
Checking other websites	Need of the Project	User login the website	Enters User personal details	Enters Location	Select Location	Analysis	Report Generation	Alerts	The details about containment zones will be displayed.	Logout of the website	Aware of the Containment zones	Feedback
People find many websites on the internet ,but they are not predictable.	The current website overcomes the difficulties of its predecessors.	The User enters in with the login credentials provided uniquely.	After entering the portal, User provides his/her personal details	After entering the portal ,User provides his/her location.	Select the location to know about that location's containment details.	The selected location will be analysed.	After completion of analysis, the details of that zone will be displayed.	If the user is in the red zone the notification alert will be sent.	The website will provide the details about the affected zone details.	The user exits after receiving the necessary details.	The user will be aware of the affected zones	User recommends the changes to be made in the website.

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

People: Who do they see or talk to?

Places: Where are they?

Things: What digital touchpoints or physical objects would they use?

The User enters the details.		The details entered by the user in web portal will be verified with the database and allows access.

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")

- Ease of use of the website by the user
- Showing the list of containment zones.
- Differentiate containment zones by colours
- Provides the vaccination details.
- The user credentials should be collected only on their approval
- Necessary steps for updating the website needs to be made based on the feedback
- A clear guidance of using the website / demo is recommended.
- Asking the details of the users.
- Sends notification alerts
- Gives precautionary measures.
- Feedback needs to collected

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

- Avoiding repeated login to the portal
- Having a good UI design making to comfortable to use.
- The web portal will provide the details of the zones.

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

- The response time from the server to load the page is high.
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Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

- Only one time login is to be introduced, to avoid repetition.
- How many users can login and use the website at the same time?
- The login credentials be sent to the email for easy retrieval?
- The accurate results about the zones.