
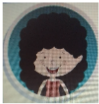



CUSTOMER JOURNEY MAP:

PHASE OF JOURENEY	REGISTRATION	ON BOARDING	FIRST SESSION
Actions What does the customer do? What information do they look for? What is their context?	CONNET THEIR GOOGLE ACCOUNT USING PHONE NO WITH THE VERIFICATION CODE USING E-mail ID WITH THE VERIFICATION	NAME AGE BLOOD GROUP GENDER ADDRESS IN THE ID PROOF	COVID VACCINATION HOSPITALS COVID CONTAMINANT ZONE ON CALL COVID STATISTIC
Needs and Pains What does the customer want to achieve or avoid?	covid vaccination download NEAR BY VACCINATION CENTER DOCTORS	PRESCRIPTION PREVIOUS MEDICATION DIAGNOSIS	ALERTING SYSTEM QUERIES EMERGENCY NUMBER NO OF AFFECTED, DISCHARGED & DEATH RATE
Touchpoint What part of the service do they interact with?	EASY TO FIND THE NEAR BY VACCINATION CENTER WE CAN DOWNLOAD OUR VACCINATION CERTIFICATE	EASY TO COMMUNICATE TO THE DOCTOR HAVE A RECORD OF THE PREVIOUS MEDICATION QUICK DIAGNOSIS OF THE PATIENTS THROUGH ONLINE	ALERT THE USER IF THEY COME TO THE PROXIMITY CLEAR DOUBT ABOUT THE SAFETY PRECAUTION PROVIDE EMERGENCY NUMBER WHICH IS ALLIATED TO THE AREA DAILY UPDATE OF THE COVID
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?	CREATING AWARENESS ABOUT COVID AMONG PEPOLE	ALERT THE USER IF THEY ARE UNDER THE QUARANTIE ZONE	GIVING DAILY UPDATES ABOUT THE COVID
Process ownership Who is in the lead on this?			 miro