













# Project Design Phase II

## Customer Journey Map

Date	07 October 2022
Team ID	PNT2022TMID48366
Project Name	Project-Containment Zone Alerting Application

### Customer Journey Map:

	<div> Scenario</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div> Entice</div> <div>How does someone initially become aware of this process?</div>	<div> Enter</div> <div>What do people experience as they begin the process?</div>	<div> Engage</div> <div>In the core moments in the process, what happens?</div>	<div> Exit</div> <div>What do people typically experience as the process finishes?</div>	<div> Extend</div> <div>What happens after the experience is over?</div>
<div> Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Checking other websites</div><div>Read of the project</div><div>User signs the website</div></div> <div><div>People find many resources on the internet for this and for other products.</div><div>The current website provides the information of the project.</div><div>The user enters a code or sign to register and activate the website.</div></div>	<div><div>Enter user personal details</div><div>Enter location</div><div>Select location</div></div> <div><div>After entering the details, the user enters the personal details.</div><div>After entering the details, the user enters the location.</div><div>Select the location to visit, and the user enters the location details.</div></div>	<div><div>Analysis</div><div>Report generation</div><div>Alerts</div></div> <div><div>The website will be analyzed.</div><div>After completion of analysis, the details of the report will be generated.</div><div>If the user is in the location, the website will send the alerts.</div></div>	<div><div>The details about the experience will be displayed.</div><div>Log of the website</div></div> <div><div>The website will provide the details about the experience.</div><div>The user will be able to log the details of the experience.</div></div>	<div><div>Review of the experience</div><div>Feedback</div></div> <div><div>The user will be able to review the experience.</div><div>User can provide the feedback on the website.</div></div>	
<div> Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>• <b>People:</b> Who do they see or talk to?</div><div>• <b>Places:</b> Where are they?</div><div>• <b>Things:</b> What digital touchpoints or physical objects would they use?</div></div>		<div>The user enters the path.</div> <div>The user enters the location details.</div>				
<div> Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Goal of use the website: to find the location.</div> <div>Seeing the map of the location.</div> <div>A clear problem of using the website: the user wants to find the location.</div>	<div>Adding the details of the user.</div> <div>Seeing the location map.</div> <div>Effective information conveyed across the website.</div>	<div>Problem the website solves.</div> <div>One discretionary feature.</div>	<div>The user understands the details of the experience.</div>	<div>The user understands the details of the experience.</div>	<div>The user understands the details of the experience.</div>
<div> Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>		<div>Seeing the location map.</div>	<div>Seeing a good location.</div>	<div>The user enters the location details.</div>		
<div> Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>		<div>The website does not work.</div>				
<div> Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>		<div>Only use one sign to find the location. to avoid confusion.</div>	<div>Only use one sign to find the location. to avoid confusion.</div>	<div>The user enters the location details.</div>	<div>The user enters the location details.</div>	<div>The user enters the location details.</div>