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?	Search for Covid affected areas	Government analytics	If incase a person wants to visit to a particular area they can check for Covid safety	For their dear once safety
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	To have the knowledge of nearby Covid affected areas	They can skip their personal identify(name)	They feel safe and Secure / They can easily identify the affected areas	To prevent the people from unsecure
Touchpoint What part of the service do they interact with?	Medical services	Mobile services	Through alert message	To proctect people from unsafe
Customer Feeling What is the customer feeling? *Tip: Use the* **emoji app** *to express more emotions*	😢	😔	🙁	😷
Backstage				
Opportunities What could we improve or introduce?	Google Translater	Automatic registration	increasing speed of the network	Just by sharing alert msg
Process ownership Who is in the lead on this?	Health care department	Health care department	Health care department	Health care department

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