

# CONTAINMENT ZONE ALERTING APPLICATION

## PROJECT DESIGN PHASE 2

### CUSTOMER JOURNEY

**Team ID : PNT2022TMID35197**

#### **Team Members**

Team Leader : KARTHICKEYAN E  
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#### **Problem Statement:**

Create an application to indicate Containment Zone Alert.

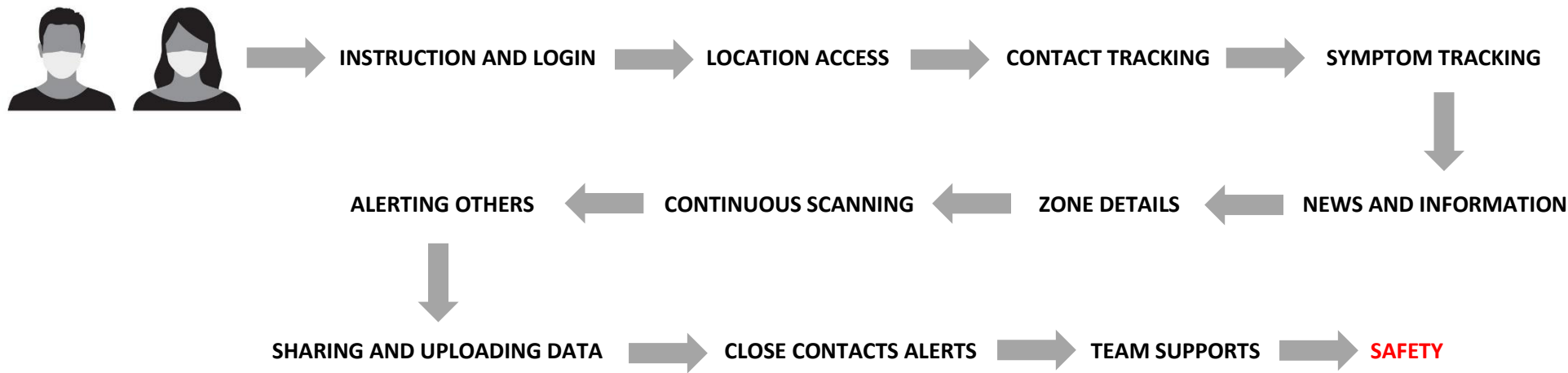
#### **Problem Statement Description:**

This application is intended to provide information about containment zones in a particular region by alerting people, through continuous monitoring of an individual's location. Key benefits of the application are monitoring people's activity and alerting them of their safety movements.


#### **Who are the Customers?**

1. Those people who all are used this application for handling pandemic situations effectively.
2. By using this application, the customers helped to the nation for controlling disease spread.

Customer Journey:



## User Journey:

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. 

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<b>1 Phases</b> High-level steps your user needs to accomplish from start to finish	Create the user account	Outlook of restricted area	Showing alert notification if any one trespass into the containment zone	Precautionary measures should be taken while travelling
<b>2 Steps</b> Detailed actions your user has to perform	Login	Tracking location	Looking for the safest area which is not under the containment zone	Getting updates of Covid-19 cases
<b>3 Feelings</b> What your user might be thinking and feeling at the moment   	People will come to know the Covid-19 updates	They will be notified certainly if they enter the affected areas	People will know the intense of the Covid-19	People can take the safest way during the journey
	Always the location to be turned on	Don't know whether there is a privacy of data or not	Network is unstable at times	People may not know whether the data is true or not
<b>4 Pain points</b> Problems your user runs into	Diffuculty in tracking location in the case of bad weather	Network is an issue in some areas.We cannot make all the people to use this application	Some people may not have the smartphones to access this application	Two or more containmnet zones may overlap
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	Using the IP Address of the user to track	Notification can be sent through message even if the user doesn't use data	Geofence can be extended to 150-500m	SMS will be send along the nearby doctors reference