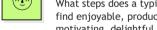
	DATE			03 - 10 - 2022		
	TEAM ID			PNT2022TMID43307		
	PROJECT NAME			PLASMA DONOR APPLICATION		
SCENARIO Searching, Registering, Requesting, Receiving Notification about details of the plasma donor		Entice  How does someone initially become aware of this process?	Enter  What do people experience as 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 typically experience?	r group)	now a days everyone having smart phones by searching through the search engines.  Month only to fully depend on the mobile but also asking to the known persons about this and getting information about it.  By asking any alternative methods instead of plasma and getting information about it.	Login and Details  Contact details  Confirmation  After entering personal details, they have to details, see, blood group, how much needed and all other stuffs.  After entering personal details, they have to details, finally confirmation will be asked and ends including the phone number, location, etc.	After confirmation, the donor who wants to volunteer will get your details and arrives to your location.  After reaching your location the donor will contact the requester and follows your location.  After reaching your location the donor will contact the process has done to collect the plasma.	After completion, act for reveiw  Sharing the donation  Review and rating  The Donor can end his visit .  After completion, certificates are provided  Achieves rewards for donation through app	Recorded in the donation History  Passing notifications  General Queries  It checks the health of the donor by asking some questions.
Interactions What interactions do they each step along the way?  People: Who do they se Places: Where are they Things: What digital tou physical objects would to	ee or talk to? y? uchpoints or	First interaction with app and then connects with requestor.  Smart phones, Tab, Laptops and Desktops.  Readily available on Play store and App Store.  Not only as apps but also as web applications.	Login and Signup section  Signs up with required personal and contact details  Confirmation sent through email or SMS.	Interaction with app interface Interaction with requests Interaction with requester	Interaction takes place after donation and leaving.  Interaction through mail services for receiving E-Certificates.  Interaction through mail services for a review.	Completed experiences section on the profile itself.  Recommendation includes for sharing the donation completed.
Goals & motivation  At each step, what is a per primary goal or motivation ("Helpme" or "Helpme av	rson's n?	Help me to get the proper donor with proper blood group.  Help me to get the donor at the right time.	Help me to get connect with the donor.  Help me to get through the confirmation part without any problem.  Help me to contact the donor in time	Helps me to stay strong without burden.  Helps me to find the right donor and start the process.  Help me to find the contact details of the donor.	Help me to get out of this application with a good positive and a satisfied manner.  Help me to tell about this application to more number of people in a good manner.	Help me to see what i have done before getting into this application.  Help me to go through about doing next.  Help me enhance more features for the availability of the donors.
Positive moments  What steps does a typical print enjoyable, productive motivating, delightful, or endorse	person e, fun,	Its very transparent about the data and their structures for looking for the donors.  And also giving sample videos gives confidence about the donation and assurance of getting donors.	brings lot of confidence and hope  Entering details and needs and conforming is simple and easy.  Emails and verification are done for safety.	Our search in donors tends to be good and reassured when they met the donors.  People surely have a trust and confidence above 95%.  Feel very thankful after getting the details of the matched plasma donor.	New Applicant really leaves this with lots of inspiration and response towards plasma donation.	Customer will really like looking about their past needs and their details.  People will really recommend to many of others because of this work.



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### Positive mor What steps does a



### **Negative moments**

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



## Sometimes not getting hope about their need.

people may find some difficulty in finding exact location of donor.

## Negative reviews leads to prolonged distress even after donation.



### Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

# Smooth request process