








<div><div>Customer Journey Map for NewsTracker Application</div></div>	<div><div></div><div>Visit and Sign Up</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Login</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div><div><div>Visit News Application</div><div>Unregistered Client visit the application and explore the pages</div></div><div><div>Browse News Articles</div><div>Client can browse through the various news articles listed</div></div><div><div>View Headlines & Details</div><div>Client can read the headlines and detailed news</div></div><div><div>Sign up</div><div>Client can sign up for the application</div></div></div></div>	<div><div><div><div>Log in to the application</div><div>Client login into the application</div></div><div><div>visit the Dashboard</div><div>The client visits the dashboard</div></div></div></div>	<div><div><div><div>Set their News preference</div><div>Client can set their news category preferences</div></div><div><div>Read the News Articles</div><div>Client can read the news articles as per their choice</div></div><div><div>Browse Topics</div><div>Client can browse for the various topics</div></div><div><div>Read Comments</div><div>Client can read the comments</div></div></div></div>	<div><div><div><div>Close the App</div><div>Client can close the application after they are done reading</div></div><div><div>Logout of the App</div><div>Client can logout of the application</div></div></div></div>
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?<ul style="list-style-type: none">People: Who do they see or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div><div>Client interacts with the front end of the application</div><div>Client interacts with the news listings to read the news articles</div><div>Client interacts sign up module to sign up with the application</div></div></div>	<div><div><div>Client interacts with the news dashboard.</div><div>Client interacts with the navigation pane to switch to different topics.</div></div></div>	<div><div><div>Client interacts with the dashboard settings to update their preferences</div><div>Client interacts with the feed page of the news app to read the news articles</div><div>Client interacts with the search tab to browse for the topics of their interest</div><div>Client interacts with the comments section to post their comments</div></div></div>	<div><div><div>Client simply hit the back button to close the application</div><div>Clients interact with the log out button to log out of the application</div></div></div>
<div><div></div><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div><div>Help me be informed about happenings.</div><div>Help me get crisp & clear information.</div><div>Help avoid time consuming articles.</div></div></div>	<div><div><div>Help registered clients get content based on preferences.</div><div>Help even unregistered client to view trending news.</div></div></div>	<div><div><div>Help client focus on their preferences.</div><div>Help avoid unregistered client avoid posting comments</div></div></div>	<div><div><div>Help clients to close the application and end their journey in the app.</div><div>Help clients to log out of the application after they are done engaging with the application</div></div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div><div>Providing preferences at the help time of registration. of comments and (Personalization) likes.</div><div>Engagement of client with the</div></div></div>	<div><div><div>Active engagement because of filtered news on preferences.</div><div>Allow clients to share their opinions. through comments</div></div></div>	<div><div><div>Feedback in the form of comments.</div><div>Complement others viewson articles using likes.</div></div></div>	<div><div><div>Hit the home button to quickly exit the application</div><div>log out of the application to end the interaction session with the app</div></div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div><div>Fear of missing out important news.</div><div>Unfiltered sensitive news can bring anxiety.</div></div></div>	<div><div><div>Unregistered clients may find it frustrating to search for topics of interest each time.</div><div>Clients can miss out important news if it is not a part of their preference.</div></div></div>	<div><div><div>Differences of opinions on comments section</div><div>Conflicts on opinions on comments section</div></div></div>	<div><div><div>Session time outs can make clients frustrated.</div><div>Unregistered clients may not get the chance to provide feedback.</div></div></div>
<div><div></div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have?</div></div>	<div><div><div>Allow client to search for topics</div><div>Provide registered clients with content</div></div></div>	<div><div><div>Provide login option through Gmail, to allow</div><div>Provide a drop down box which helps clients select</div></div></div>	<div><div><div>Provide clients with clearly aggregated</div><div>Allow clients to share articles to</div></div></div>	<div><div><div>Get feedback from clients (Star</div><div>Pleasant messages on the</div></div></div>

What have others suggested?	of interest, based on his/her preference.	easy login. preferences.	categories of news. their social media	rating) on log out. log out screen.
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