

<div>Customer Journey Map for News Tracker Application</div>	<div><b>Visit and Sign Up</b><p>How does someone initially become aware of this process?</p></div>	<div><b>Login</b><p>What do people experience as they begin the process?</p></div>	<div><b>Engage</b><p>In the core moments in the process, what happens?</p></div>	<div><b>Exit</b><p>What do people typically experience as the process finishes?</p></div>
<div><b>Steps</b><p>What does the person (or group) typically experience?</p></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 &amp; 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>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>Set their News preference</div><div>Client can set their news category preferences</div></div><div><div>Read the News Articles</div><div>Clent 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>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><b>Interactions</b><p>What interactions do they have at each step along the way?</p><ul style="list-style-type: none"><li><b>People:</b> Who do they see or talk to?</li><li><b>Places:</b> Where are they?</li><li><b>Things:</b> What digital touchpoints or physical objects would they use?</li></ul></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 with sign up module to sign up with the application</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>Client interacts with the dashboard settings to update their preferences</div><div>Client interacts with the search tab to browse for the topics of their interest</div><div>Client interacts with the feed page of the news app to read the news articles</div><div>Client interacts with the comments section to post their coomments</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><b>Goals &amp; motivations</b><p>At each step, what is a person’s primary goal or motivation? ("Help me..." or "Help me avoid...")</p></div></div>	<div><div>Help me be informed about happenings.</div><div>Help me get crisp &amp; clear information.</div><div>Help avoid time consuming articles.</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>Help client focus on their preferences.</div><div>Help avoid unregistered client avoid posting comments</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><b>Positive moments</b><p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p></div></div>	<div><div>Providing preferences at the help time of registration and ( Personalization )</div><div>Engagement of client with the of comments and likes.</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>Feedback in the form of comments.</div><div>Complement others views on articles using likes.</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><b>Negative moments</b><p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p></div></div>	<div><div>Fear of missing out important news.</div><div>Unfiltered sensitive news can bring anxiety.</div></div>	<div><div>Unregistered clients may find it frustrating to search for topics of interest each time.</div><div>Clients can missout important news if it is not a part of their preference.</div></div>	<div><div>Differences of opinions on comments section</div><div>Conflicts on opinions on comments section</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><b>Areas of opportunity</b><p>How might we make each step better? What ideas do we have? What have others suggested?</p></div></div>	<div><div>Allow client to search for topics of interest,</div><div>Provide registered clients with content based on his/her preference.</div></div>	<div><div>Provide login option through Gmail, to allow easy login.</div><div>Provide a drop down box which helps clients select preferenes.</div></div>	<div><div>Provide clients with clearly aggregated categories of news.</div><div>Allow clients to share articles to their social media</div></div>	<div><div>Get feedback from clnts (Star rating) on log out.</div><div>Pleasant messages on the log out screen.</div></div>