

| Journey Steps<br>Which step of the experience are you describing? | Discovery<br>Why do they even start the journey?       | REGISTRATION<br>WHY WOULD THEY TRUST US?           | Onboarding and First Use<br>How can they feel successful?  | Sharing<br>Why would they invite others?  |
|---|--|--|--|---|
| PHASES  | CREATE AN ACCOUNT IN OUR                               | KNOW ABOUT RESTRICTED AREA<br>GIVE ACCESS          | MONITORING 24/7<br>GIVE ALERT MESSAGE WHEN WE<br>TRESPASSERS WILL BE NOTED<br>PROVIDE DETAILS TO HOSPITALS | DUE TO UNAVOIDABLE SITUATION<br>WE WILL ENTER INTO CONTAINMENT ZONE<br>WE WILL BE ALERTED |
| STEPS   | PRE-REGISTRATION → VERIFY THE USER                     | LOCATION TRACKED → ALERTED WHEN ZONE IS NEARER     | TRACKED LOCATION → MUST NOT IN CONTAINMENT ZONE<br>IF IT IS IN ZONE → GIVE ALERT                           | ZONES WILL BE UPDATED → BASED ON THE NO. OF PATIENTS                                      |
| PROPS   | EVERYONE KNOW ABOUT THE CURRENT SITUATION OF THE COVID | EVERYONE KNOW ABOUT THE CURRENT SITUATION OF COVID | PEOPLE CAN BE SAFE DURING THEIR JOURNEY  | INTENSE OF COVID -19  |
| CUSTOMER FEELING  | 🧐  | 🤔  | 😞  | 🎉   |
| Backstage   |  |  |  |   |
| OPPORTUNITIES<br>What could we improve or introduce?              | NOTIFICATION CAN BE SENT                               | PEOPLE MAY NOT HAVE SMARTPHONES                    | DIFFICULTY IN TRACKING LOCATION  | ZONES MAY OVERLAP   |