





PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY MAP

DATE	21-OCTOBER-2022
TEAM ID	PNT2022TMID25417
PROJECT NAME	CONTAINMENT ZONE ALERTING APPLICATION

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	REGISTRATION WHY WOULD THEY TRUST US?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
PHASES	CREATE AN ACCOUNT IN OUR	KNOW ABOUT RESTRICTED AREA GIVE ACCESS	HOW DOING THAT GIVE ALERT MESSAGE WHEN WE TRESPASSERS WILL BE NOTED PROVIDE DETAILS TO HOSPITALS	DUE TO UNAVOIDABLE SITUATION WE WILL ENTER INTO CONTAINMENT ZONE WE WILL BE ALERTED
STEPS	PRE-REGISTRATION → VERIFY THE USER	LOCATION TRACKED → ALERTED WHEN ZONE IS NEARER	TRACKED LOCATION → MUST NOTIFY CONTAINMENT ZONE IF IT IS IN ZONE → GIVE ALERT	ZONES WILL 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 SAFE DURING THEIR JOURNEY	INTENSE OF COVID -19
CUSTOMER FEELING				
Backstage				
OPPORTUNITIES What could we improve or introduce?	NOTIFICATION CAN BE SENT	PEOPLE MAY NOT HAVE SMARTPHONES	DIFFICULTY IN TRACKING LOCATION	ZONES MAY OVERLAP