Project Design Phase-II

Customer Journey Map

Date	1 November 2022
Team ID	PNT2022MID46363
Project Name	Project - Containment Zone Alerting Application
MaximumMarks	4 Marks

CustomerJourney:

Phases	Create the user account	Outlook of restricted area	Showing alert notification if any one trespass into the containment zone	Precautionary measures should be taken while travelling
Steps — Detailed actions your user has to perform	Login	Tracking location	Looking for the safest area which is not under the containment zone	Getting updates of Covid-19 cases
Feelings 👍	People will come to know the Covid-19 updates	They will be notified certainly if they enter the affected areas	People will know the intense of the Covid-19	People can take the safest way during the journey
👎	Always the location to be turned on	Don't know whether there is a privacy of data or not	Network is unstable at times	People may not know whether the data is true or not
Pain points — Problems your user runs into	Diffuculty in tracking location in the case of bad weather	Network is an issue in some areas. We cannot make all the people to use this application	Some people may not have the smartphones to access this application	Two or more containmnet zones may overlap
Opportunities — Potential improvements or enhancements to the experience	Using the IP Address of the user to track	Notification can be sent through message even if the user doesn't use data	Geofence can be extended to 150-500m	SMS will be send along the nearby doctors reference