Project Design Phase-II

Customer Journey Map

| Date | 08 October 2022 |
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| Team ID | PNT2022MID31840 |
| Project Name | Project - Containment Zone Alerting Application |
| MaximumMarks | 4 Marks |

CustomerJourney:

| 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? |
|--|---|--|--|--|
| Actions What does the customer do? What information do they look for? What is their context? | It is interested to provide more provide and provide and provide and consument update in a particular region. | Connect The app They should have a logar to app and update the concarriers agriculture Google registration and logar Account and logar | Goes through Click on the search Help icon the search bar | Edit and other to know about the about the cases area |
| Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator. | syperiodize of the application are able to see how monitoring propel many people are wising that movements. | Speed on the location a Conference will be considered as the USE of database with considerable in a location location location. | If ouer is visiting the price to the containment complete the monitors public containment process of finding movements like an afert are with my build require entry and exit to hold require the process of the process of the movements like an area of the process | Tracks the Thos people small be advanted to set spread of social text formings, the disease in who had riggered with a large of real time on woming. |
| Touchpoint What part of the service do they interact with? | This app guides the requirements of what they need to search the constrement under a rea | Online serching Free trail Apps in Containment cones area Page Jos., Vebsites | Help me to The areas Help me to Chat bot can feel will be find the make help confidence about the updated on containment me easy to cates area date Zones areas get the areas | Get direct Finding the interaction area is really with the simple areas |
| Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions | 8 | | 2 | 5 |
| Backstage | | | | |
| Opportunities What could we improve or introduce? | search area easily through using google maps | This includes information on self isolating to every one who displays symptoms of covid-19 or lives with some ones else who does | The intention is to check they do not leave their home while contagious | How might we the personal connection with the containment areas |