User journey

by the Design Team of Accenture Interactive NL

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

Phases High-level steps your user needs to accomplish from start to finish	Create the user account	Outlook of restricted area	Showing alert notification if anyone 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 👍 What your user might be thinking and feeling at the moment	People will come to know the Covid-19 updates	They will be notified certainly if they enter the affected areas	People know the intense of the Covid-19	People can take the safest way during the journey
👎	Always the location tobe 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	Difficulty in tracking location in the case of bad weather	Network is an issue in some area. 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

TIP
Click on the + outside the border of the table to add additional rows and columns.

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