## **Project Design Phase-2**

**Customer Journey Map** 

Date	19 October 2022	
Team ID	PNT2022TMID24921	
Project Name	Containment Zone Alerting Application	
Maximum Marks	4 Marks	

## **Customer Journey Map:**

<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	Onboarding and First Use How can they feel successful?	<b>Sharing</b> Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	It is intereded to provide information about containment some in a particular region	Connect The app They should have a lagin to app and uptor their user user Google registration and login portal	Goes through Click on learn the tracking the search bar Click on the search the tracking the areas	Edit and ones to know 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.	Key benefic of the application to able to see how manufacting posses, the contracting posses are seen to the failing that movements.  They should be able to see how many people many people are wisking that movements.	Based on the location is the Update the location is the USEr database with created within a location location location	If staff is violing Help me to the containment complete the monitors public moments like an alert to the containment process of finding movements like an alert to local impurity entry and exit to local impurity finding fence opping.	Tracks the breader soul state of the spread of breaders to set the soul state of the
<b>Touchpoint</b> What part of the service do they interact with?	This app guides, the requirements of what they need to search the consultament authors are a search the consultament authors are a	Online searching Free trail Apps in Containment tones area page Jios	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 cases 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	<b>©</b>		•	<b>5</b>
Backstage				
<b>Opportunities</b> 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 contaglous	How might we the personal connection with the containment areas