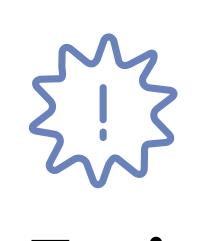








**Using a COVID Containment Zone App** 



How does someone initially become aware of this process?



What do people experience as they begin the process?



## Engage

In the core moments in the process, what



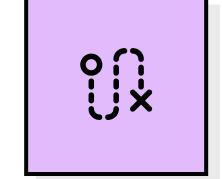
# **Exit**

What do people typically experience as the process finishes?



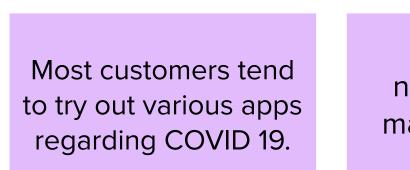
## Extend

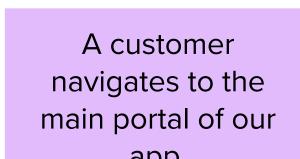
What happens after the experience is over?



What does the person (or group) typically experience?

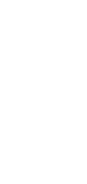


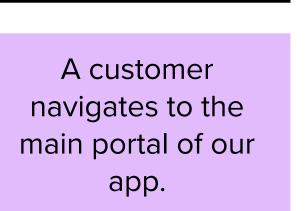




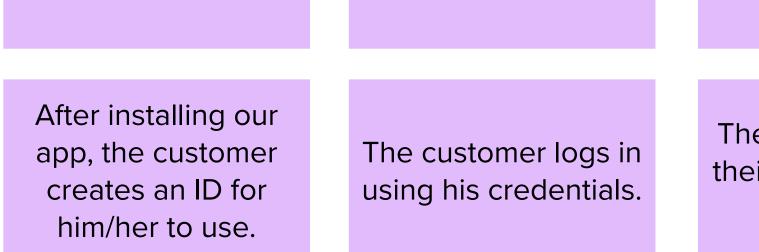
Getting recommended I

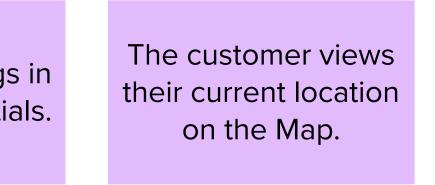
Visit website

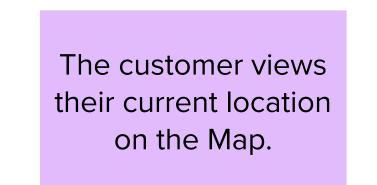


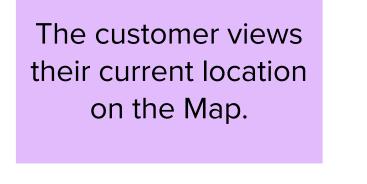


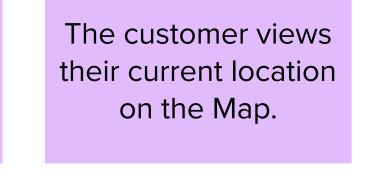


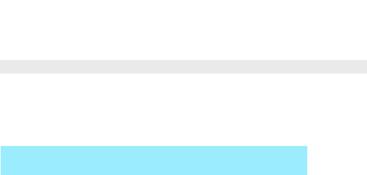


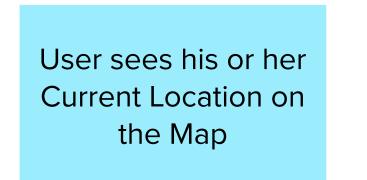


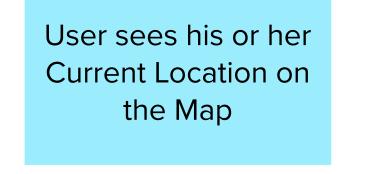


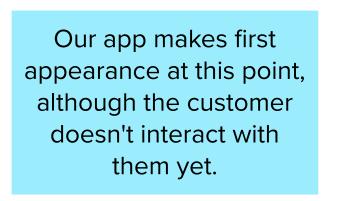


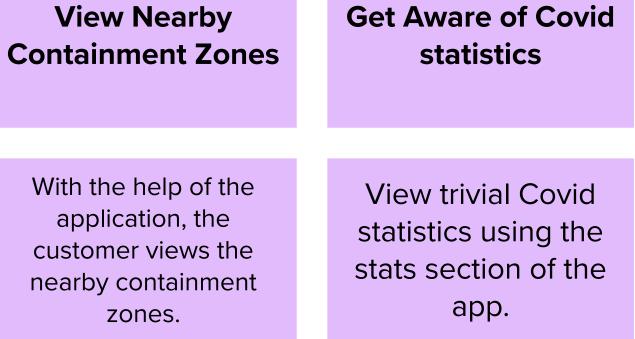


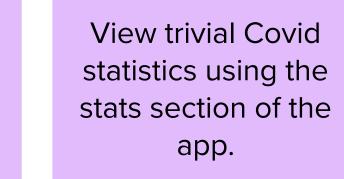












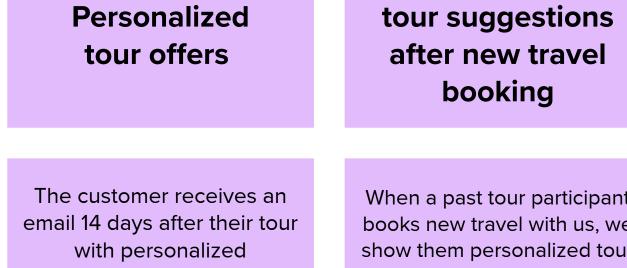




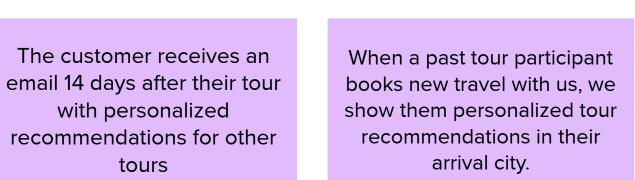
The customer writes a review about the app and gives a starrating.

To some degree, this is communicating indirectly with the admins, who will see their review





ensuring their safety through our app



after new travel

booking



## Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Places: Where are they?

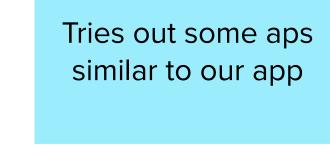
**Goals & motivations** 

primary goal or motivation?

At each step, what is a person's

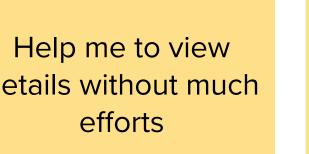
("Help me..." or "Help me avoid...")

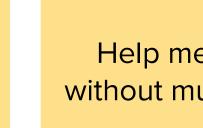
Things: What digital touchpoints or physical objects would they use?

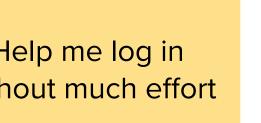


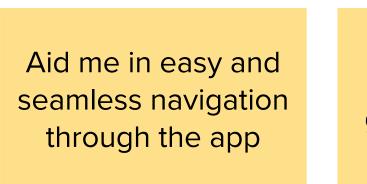




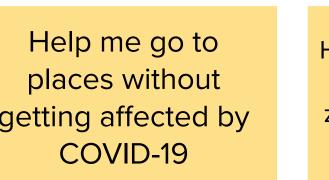


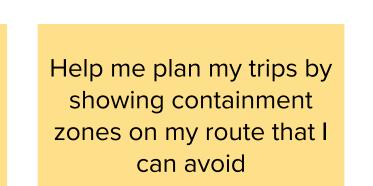






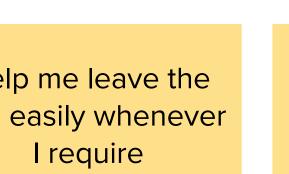
Able to check if the user is in affected

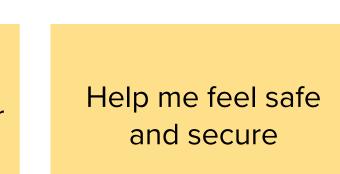


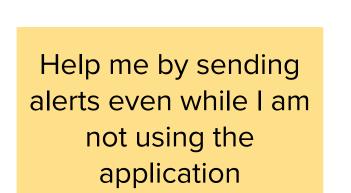


Get to know the current Covid Stats from the stats section of the app.

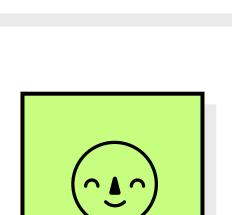
Some Recommended precautions are also shown to the user to protect them from Covid





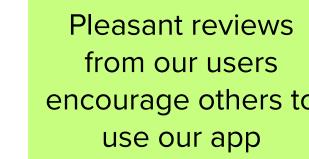


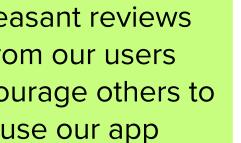
with this person, they will see these



## **Positive moments**

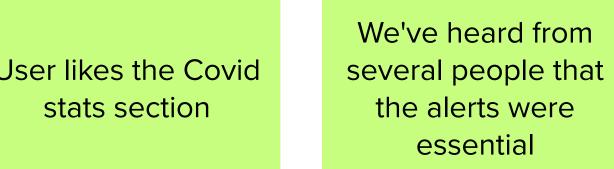
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



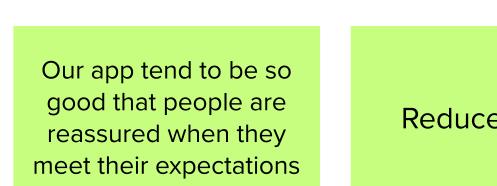




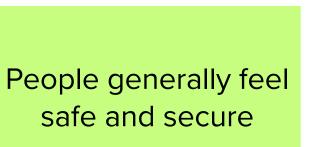


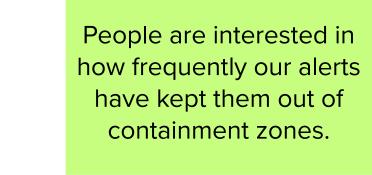




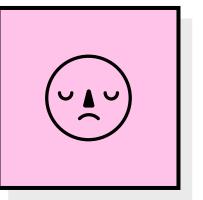






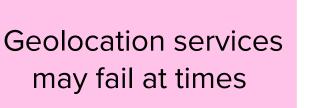






### **Negative moments**

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



Authentication issues might arise

data from the Cloud can't always be relied

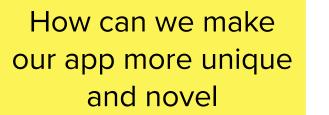
Covid Stats obtained from the internet

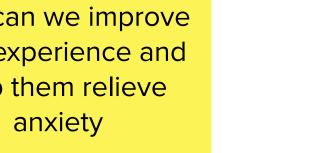
User might be doubtful if the app will deliver alerts after it has been closed



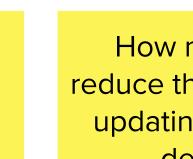
## Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

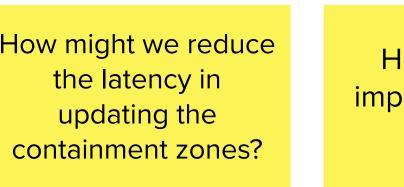




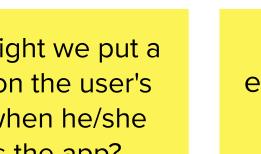
accuracy?

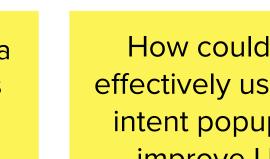


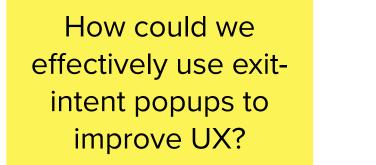
updating the user details?

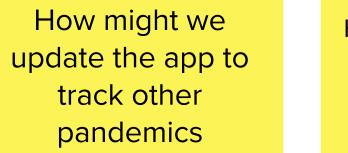












alert delivered is seen by the user while the app is not in use