

Journey Steps which step of the experience are you describing?	Registration	Enrout	First Session	Exit
Actions what does the customer do? What information do they look for? What is their context	<div>Register through Email</div> <div>Register with personal details</div>	<div>Wants to increase the availability of blood donor</div> <div>Call and text to donor is efficient than email notification</div> <div>Wants to choose an efficient method to reach the donor</div> <div>Available ways like contact through call or text or email</div>	<div>After reach through efficient way</div> <div>Submit required documents</div> <div>Know the functionality of the appication</div>	<div>Donor's Profile Update</div> <div>Update the total donation counts</div> <div>Successful donation</div>
Customers Thought what does the customer think?	<div>Recipient thinks, it helps to find better donor easily</div> <div>Recipient thinks alternative ways will available</div> <div>The donor selection will be easy and comfortable for them</div>	<div>Where do I start?</div> <div>"How to use" process is so long</div> <div>Hard to find the patient or donor</div> <div>Why there so many notifications?</div>	<div>Recipient thinks that platform will be userfriendly</div> <div>The application is easy to use.</div> <div>Uploading documents is tough.</div>	<div>The user will interact with the front-end of the application</div> <div>Donars and needy interacts each other</div>
Touchpoint What part of the service do they interact with?	<div>Signing in with username and password.</div> <div>Already logged in.</div>	<div>Account settings.</div> <div>Donor center information.</div> <div>Drive informations.</div> <div>Information on people who need plasma.</div>	<div>Notifications, if reached out for donor</div> <div>Communication between donor and plasma.</div> <div>Communication between donor and the donor center</div>	<div>Helps me to save a life by donating my plasma</div> <div>Helps me to find an donar who match my plasma type</div>
Customer Feeling What is the customer feeling?	<div>🤔</div>	<div>😞</div>	<div>😊</div>	<div>🥳</div>
Opportunities What could we improve or introduce?	<div>The recipient gets the better plasma donor</div> <div>The recipient know about the way of reaching donor</div>	<div>The recipient will be aware about other ways</div> <div>Feedback</div>	<div>The recipient comes to know which way is best one.</div> <div>Incase of any query, user can clear with chat bot.</div>	<div>The donar can able to save a life</div>