

Journey Steps which step of the experience are you describing?	Registration	Enrout	First Session	
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>		
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>		
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>		
Customer Feeling What is the customer feeling?	<div>🤔</div>	<div>😞</div>	<div>😊</div>	<div>🥳</div>
Opportunities What could we improve or introduce?				