Project Design Phase-2

Customer Journey Map

Date	08 November 2022	
Team ID	PNT2022TMID52335	
Project Name	Containment Zone Alerting Application	
Maximum Marks	4 Marks	

Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	It is intended to provide information about constainment zame in a particular region	Connect The app They should have a lagar to app and update the upd	Goes through Click on the search the search bar Click on the tracking the areas	Edit and others 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 breefer of the application o	Based on the location at the USEr carabase with created within a location location. Based on the location Update the Control of Con	If user is visiting the consument complete the consument complete the monitors public connection will get process of finding movements like an electronic language confliction to all legislage fertile typing.	Tracks the tracks and tracks and spread of tracks and the states to test tracks to the disease in the disease in the states to the disease in the states that the states track tracks are all time to always great the states are the states and the states are the s
Touchpoint What part of the service do they interact with?	This appropries the requirements of what they read to search the constantment zones area	Online searching Free trail Apps in Containment andriod, mac zones area page jos	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	₩		8	%
Backstage				
Opportunities 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