Project Design Phase-II

Customer Journey Map

Date	08 October 2022
Team ID	PNT2022MID00768
	Project - Containment Zone Alerting Application
MaximumMarks	4 Marks

CustomerJourney:

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 intereded to provide information about containment containment containment particular region	Connect The app They should have a larger to app and update the concarrient approach of the concarrient approach and login and login.	Goes through Click on the search Help icon Total Click on 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.	any penetric of the application are able to see from monotoring possible many people many people are visiting that, movements	Gased on the location a the USE's Update the location a database with created within a location location location	If user is violing Help me to the containment complete the monitors public cone he will get an alert answer to took younger entry and exit to took younger fenture from the publication to the public of the public	Tracks the Thos propri exact spread of locations to self the advantage of the disease in the disease in the half of the disease in the same of the sam
Touchpoint What part of the service do they interact with?	This app guides the requirements of what they need to search the constrainer under whea	Online searching Free trail Apps in Containment andriod, mac tones area Page Jos	Help me to The areas Help me to Charbor 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		?	5
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 contagious	How might we the personal connection with the containment areas