

**Chatbots in web app to contact**

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| **SCENARIO**  **Browsing, booking, attending, and rating a local city tour** | **Entice**  How does someone initially become aware of this process? | | | **Enter**  What do people experience as they begin the process? | | **Engage**  In the core moments in the process, what happens? | | | **Exit**  What do people typically experience  as the process finishes? | **Extend**  What happens after experience is over? | the |
| **Steps**  What does the person (or group) typically experience? | **Direct search** | **Recommendations from experienced users** | **Searching in google** | **Login or signup** | **Different ways of User friendly**  **searching interface** | **Camps** | **Donor Information** | **Donation of plasma at the right time** | **Knowledge about Part of the plasma how to Receive /**  **donate plasma community**  when the process Once the user gets into the  finishes,the user gets circle of the app,they will  more knowledge about become a part of the plasma community ,whether  plasma donation he gets help or does help | **Recommend others** | **Give feedback in the playstore** |
|  | The user can directly search in the app and get the needed info | getting suggestions from those who benefitted from the app,camps,pamplets | Getting to know while searching for help in google | To get the needed help,download it and signup | Get help by searching User can be in  via different ways like smooth needed region,needed communication with type,when do you need the app | Can get regular info about donor camps being conducted | The needy user at the time can get required info about plasma availability according to their specific needs. | At the same time, the ones who are willing to donate plasma can also help receivers through this app | Recommend about the app who are in need of | giving feedback always helps others in knowing about the app |
| **Interactions**  What interactions do they have at | **People: Plasma donors** | **People: Health workers like doctors,nurses** | | **Thing:Chatbots in web app to contact** | **Places: Donor info and receipient info from camps** | **People: Connecting with blood banks in time** | **People : Volunteers through the app** | **Places: Camps,sessions** | **People : Camp**  **volunteers,blood Places : Donor Thing : Application**  **bank workers,Health camps**  **workers** | **Feedback** | |
| each step along the way? |  |  | |  |  |  |  |  |  | |
| **People:** Who do they see or talk to? | **Places : Donor Camps** | **Thing : Web application** | |  | **Person:** |  |  |  |  | |
| **Places:** Where are they? |  |  | |  | **Volunteers,Doctors,**  **banks** |  | **Thing : resources** |  |  | |
| **Things:** What digital touchpoints or |  |  | |  |  |  | **available in app** |  |  | |
| physical objects would they use? |  |  | |  |  |  |  |  |  | |
| **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”) | **Help society** | **Get Help at correct time** | | **get blood/plasma donation at right time from blood banks without wasting time** | **get knowledge about plasma donation** | **If a user is in need of help,they get the correct help at the right time according to their requisites (the needed amount,needed time,needed type)** | **If a user wants to donate plasma,they get right instructions of do's and dont's about the donation** | **Helps as a volunteer (as a bridge between receivers and donors or blood banks)** | **Successfully donate Successfully get help plasma from banks** | **Become part of the community** | |
| **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | **As a part of a community which creates awareness** | **A person who is aware of problems araising cause of plasma shortness** | | **Getting more knowledge about plasma donations** | **More awareness about such medical conditions** | **satisfication of giving donation and helping others** | **Getting best help while in need** |  | **Motivated about Got help at the right Satisfaction of**  **being a part of time without helping others**  **helping community wandering for help** | **Motivating others to be a part of it** | |
| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | **Less initial knowledge while entering** | **When needed type isn't avail at time** | | **Fear about authenticity of website** | **Initial fear while entering a digital world** | **When time gets long while waiting for help** | **Frustration when needed plasma or blood isn't available at that time** |  | **Negative feedback if user's need isn't satisfied** | **Add more community so that availability will be present** | |
| **Areas of opportunity**  How might we make each step better? What ideas do we have? | **Plasma can be collected through volunteers in person** | **Updates then and now** | | **Easy registration** | **Verifying every detail of blood banks and donor** | **Less time for helping a receiver( i.e adding more donors to the community)** | **Assistance to users for their smooth communication** | **Accurate statistics about availability** | **Getting feedback Giving more info**  **from users to about the website**  **develop the app which attracts the**  **user** | **Developing the website based on user feedback** | |
| What have others suggested? |  |  | |  |  |  |  |  |  | |