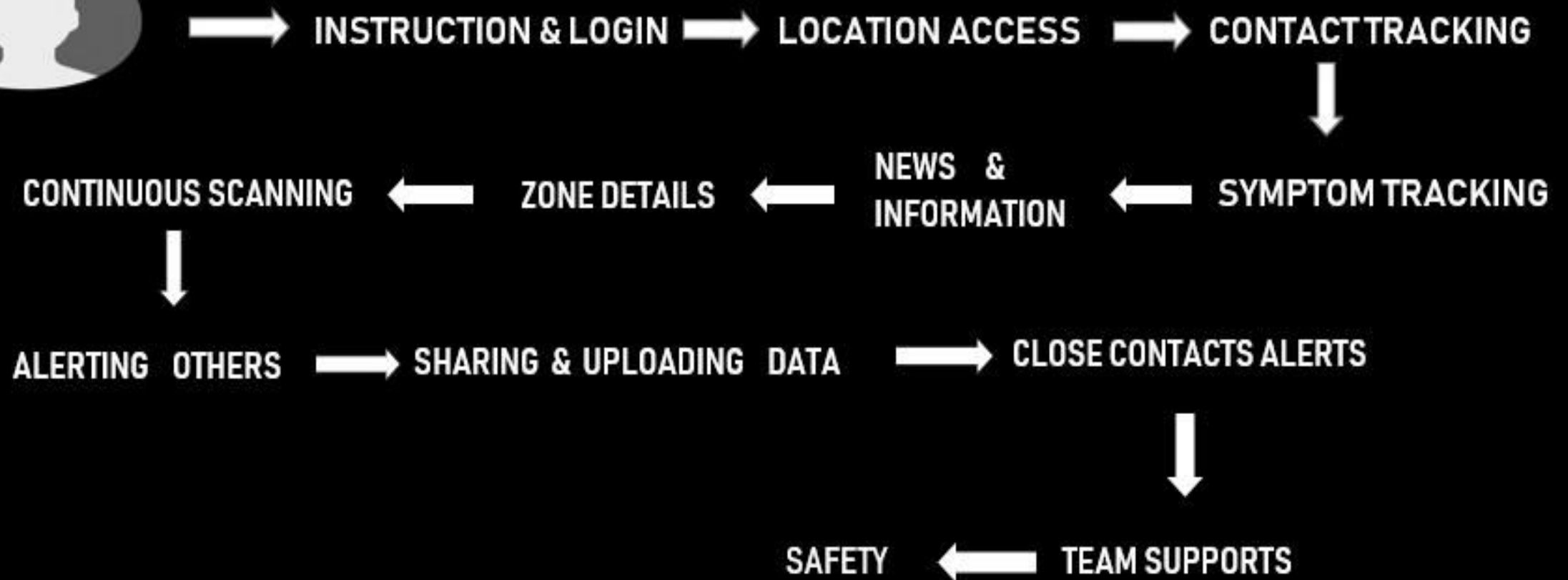


CUSTOMER JOURNEY MAP



User journey

by the Design Team of Accenture Interactive NL




People
2-9



Time
30 min



Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. 

<div><div>1</div><div>Phases</div></div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Create the user account</div>	<div>Outlook of restricted area</div>	<div>Showing alert notification if any one trespass into the containment zone</div>	<div>Precautionary measures should be taken while travelling</div>
<div><div>2</div><div>Steps</div></div> <div>Detailed actions your user has to perform</div>	<div>Login</div>	<div>Tracking location</div>	<div>Looking for the safest area which is not under the containment zone</div>	<div>Getting updates of Covid-19 cases</div>
<div><div>3</div><div>Feelings</div></div> <div>What your user might be thinking and feeling at the moment</div> <div><div><div>👍</div></div><div><div>👎</div></div></div>	<div>People will come to know the Covid-19 updates</div>	<div>They will be notified certainly if they enter the affected areas</div>	<div>People will know the intense of the Covid-19</div>	<div>People can take the safest way during the journey</div>
	<div>Always the location to be turned on</div>	<div>Don't know whether there is a privacy of data or not</div>	<div>Network is unstable at times</div>	<div>People may not know whether the data is true or not</div>
<div><div>4</div><div>Pain points</div></div> <div>Problems your user runs into</div>	<div>Diffuculty in tracking location in the case of bad weather</div>	<div>Network is an issue in some areas. We cannot make all the people to use this application</div>	<div>Some people may not have the smartphones to access this application</div>	<div>Two or more containmnet zones may overlap</div>
<div><div>5</div><div>Opportunities</div></div> <div>Potential improvements or enhancements to the experience</div>	<div>Using the IP Address of the user to track</div>	<div>Notification can be sent through message even if the user doesn't use data</div>	<div>Geofence can be extended to 150-500m</div>	<div>SMS will be send along the nearby doctors reference</div> <div><div>TIP</div><div>Click on the + inside the additional rows and columns.</div></div>

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