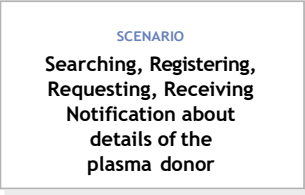













DATE	27 October 2022
TEAM ID	PNT2022TMID04979
PROJECT NAME	PLASMA DONOR APPLICATION

<div></div> <div>SCENARIO</div> <div>Searching, Registering, Requesting, Receiving Notification about details of the plasma donor</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Search engine</div><div>Known persons</div><div>Blood banks</div></div> <div><div>now a days everyone having smart phones by searching through the search engines.</div><div>not only to fully depend on the mobile but also asking to the known persons about this and getting the info.</div><div>By asking any alternative methods instead of plasma and getting information about it.</div></div>	<div><div>Login and Details</div><div>Contact details</div><div>Confirmation</div></div> <div><div>At first login has to be done and entering the recipients details like age, blood group, how much needed and all other stuffs.</div><div>After entering personal details, they have to enter the contact details including the phone number, location, etc.</div><div>After giving both the personal as well as contact details, finally confirmation will be asked and ends with a notification.</div></div>	<div><div>Reach your location</div><div>Meet up</div><div>Finally</div></div> <div><div>After confirmation, the donor who wants to volunteer will get your details and arrives to your location.</div><div>After reaching your location the donor will contact the requester and follows up.</div><div>And finally the process has done to collect the plasma.</div></div>	<div><div>After completion, act for review</div><div>Sharing the donation</div><div>Review and rating</div></div> <div><div>The Donor can end his visit .</div><div>After completion, certificates are provided</div><div>Achieves rewards for donation through app</div></div>	<div><div>Recorded in the donation History</div><div>Passing notifications</div><div>General Queries</div></div> <div><div>It may recommend for other donations after few months.</div><div>It checks the health of the donor by asking some questions.</div></div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div>First interaction with app and then connects with requestor.</div><div>Readily available on Play store and App Store.</div><div>Not only as apps but also as web applications.</div><div>Smart phones, Tab, Laptops and Desktops.</div></div>	<div><div>Login and Signup section</div><div>Signs up with required personal and contact details</div><div>Confirmation sent through email or SMS.</div></div>	<div><div>Interaction with app interface</div><div>Interaction with requests</div><div>Direct interaction with requester</div></div>	<div><div>Interaction takes place after donation and leaving.</div><div>Interaction through mail services for receiving E- Certificates.</div><div>Interacting through a review.</div></div>	<div><div>Completed experiences section on the profile itself.</div><div>Interaction by passing general questions to both donor as well as recipient for health consideration.</div><div>Recommendation includes for sharing the donation completed.</div></div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? (“Helpme...”or“Helpmeavoid...”)</div>	<div><div>Help me to get the proper donor with proper blood group.</div><div>Help me to get the donor at the right time.</div></div>	<div><div>Help me to get connect with the donor.</div><div>Help me to get through the confirmation part without any problem.</div><div>Help me to Login easily</div><div>Help me to contact the donor in time</div></div>	<div><div>Helps me to stay strong without burden.</div><div>Helps me to find the right donor and start the process.</div><div>Help me to find the contact details of the donor.</div></div>	<div><div>Help me to get out of this application with a good positive and a satisfied manner.</div><div>Help me to tell about this application to more number of people in a good manner.</div></div>	<div><div>Help me to see what i have done before getting into this application.</div><div>Help me to go through about doing next.</div><div>Help me enhance more features for the availability of the donors.</div></div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>Its very transparent about the data and their structures for looking for the donors.</div><div>And also giving confidence and believe about the past reviews.</div><div>Some pictures and sample videos gives confidence about the donation and assurance of getting donors.</div></div>	<div><div>brings lot of confidence and hope</div><div>Entering details and needs and conforming is simple and easy.</div><div>Emails and verification are done for safety.</div></div>	<div><div>Our search in donors tends to be good and reassured when they met the donors.</div><div>People surely have a trust and confidence above 95%.</div><div>Feel very thankful after getting the details of the matched plasma donor.</div></div>	<div><div>New Applicant really leaves this with lots of inspiration and response towards plasma donation.</div></div>	<div><div>Customer will really like looking about their past needs and their details.</div><div>People will really recommend to many of others because of this work.</div></div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>People sometimes forget to enter their details properly. This leads to wrong donor details.</div><div>Feels sad sometimes due to some bugs and glitches.</div></div>	<div><div>Sometimes not getting hope about their need.</div></div>	<div><div>people may find some difficulty in finding exact location of donor.</div></div>	<div><div>They sometimes forget to fill up the review.</div><div>Leaving negative reviews.</div></div>	<div><div>Negative reviews leads to prolonged distress even after donation.</div></div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>If you suddenly stopped filling due to any reasons could we send a follow backup page.</div><div>Making it easier and simpler in filling out data.</div><div>Provide glitch free service without bugs.</div></div>	<div><div>Secured experience due to series of authentication process</div></div>	<div><div>Smooth request process</div><div>Notification through many platforms</div></div>	<div><div>Appreciation for the donation through rewards.</div><div>Could be available at different languages.</div><div>App might eliminate unnecessary data.</div></div>	<div><div>Making applicant to remember about their past request.</div><div>Maintaining privacy about donor contact details after donation.</div></div>