



People  
2-9



Time  
30 min



Difficulty  
Beginner

Project Title: WEB PHISHING DETECTION

Project Design Phase-II - CUSTOMER JOURNEY

TEAM ID: PNT2022TMID03377

1 Phases

High-level steps your user needs to accomplish from start to finish

1.User Registration

2) Provide the link suspected

3.Using the app to detect phishing websites.

4.Rate the experience

2 Steps

Detailed actions your user has to perform

Google play Store

App store

Microsoft store

Login

Choose the payment Package

Access daily plan

Direct app viewing

Monitoring

Experiencing the app

Review User Activity

Feedback

Rate

3 Feelings

What your user might be thinking and feeling at the moment



New Beginning

Technology Improvement

Assurity

Free from fraud websites

found a good app to detect phishing

Free from spams and scams

Banks promote this applications

E shopping websites promote this application

Lots of people get benefited

Users may promote this

Good accuracy

good rating from the customers



Need internet connection

Phone Storage

Regular Checking

Its a heavy app to use

It slows up the device speed

It may be get affected by malware

User every time wants to open the app for the usage

Access abilities of user is identified

spam messages sometimes may not be get caught

Cannot use after the subscription ends

It cant be used by poor peoples

It is not suitable for peoples who are illiterated

4 Pain points

Problems your user runs into

1)User every time wants to open the app for detecting web phishing

web phishing every time wants to open the app for detecting

App may be affected by malware

Detect Legal and Phishing websites

5 Opportunities

Potential improvements or enhancements to the experience

1)Able to detect fraud websites

Its not free of cost

2)Targeting companies that use e- banking on daily basic

User inputs an URL in required field to check its validations

Share your feedback