SmartSDLC - CUSTOMER JOURNEY MAP

# Scenario

Using SmartSDLC to automate requirement classification, code generation, bug fixing, test case creation, and summarization.

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| **Steps** | **What does the user typically experience?** | **Interactions** | **Things (Digital touchpoints/physical objects)** | **Places** | **Goals & Motivations** | **Positive moments** | **Negative moments** | **Areas of opportunity** |
| Discover SmartSDLC | Finds the platform through team recommendations, AI tools research | Browsing website, reading docs, talking to peers | Project website, GitHub, documentation | Office/home | Help me find a tool that saves time on SDLC tasks | Excited about automation possibilities | Uncertain if it meets all needs | Provide live demos, case studies |
| Upload requirements / PDF | Uploads requirements or pastes text | Uses UI to upload files or paste text | Streamlit app, FastAPI endpoint | At desk | Help me classify and process requirements easily | Easy file upload | Worry about parsing accuracy | Add upload status feedback, error details |
| Generate code | Inputs or selects classified requirements | Clicks generate code button, tweaks input | Streamlit, API | Dev workstation | Help me generate boilerplate and logic code fast | Code generated quickly | Minor adjustments needed | Offer code refinement options |
| Bug fixing | Inputs buggy code | Submits code for fixing, views result | Bug fixer module | IDE, Streamlit | Help me identify and fix errors fast | Errors caught and fixed | Unsure about fix reasoning | Add explanations for fixes |
| Generate test cases | Inputs code | Clicks generate tests, views output | Test generator API | IDE, Streamlit | Help me get tests quickly | Instant test code | Wants more complex test scenarios | Allow advanced test config |
| Summarize code | Inputs large code block | Requests summary | Summarizer module | IDE | Help me understand code | Concise summary | May want deeper detail | Offer summary depth levels |
| Chatbot help | Asks SDLC questions | Types queries in chat | Chatbot module | Anywhere | Help me get quick guidance | Helpful answers | Sometimes generic | Add context awareness |
| API fallback | When local model fails | Auto-switches to Groq API | API system | Cloud | Help me ensure reliability | Seamless fallback | Latency increase | Show fallback status in UI |