REQUIREMENT ANALYSIS

Customer Journey map

Stage	Awareness	Onboarding	Issue Reporting	Tracking Status	Feedback Submission	Final Feedback
Discover	Learns about Citizen AI from social media or local events	Visits the website, reads the purpose of the platform	Clicks on "Report Concern" or "Chat Now"	Wants to track if issue was resolved	Sees "Give Feedback" or sentiment prompt	Decides whether to return or recommend
Thoughts	"Can I trust this to solve my issue?"	"Looks easy—login is quick."	"Will anyone really see this?"	"Why hasn't it updated yet?"	"It should ask for feedback after chat ends."	"I'll use this again if it works every time."
Experience	Clean UI, mobile-friendly	Smooth login, form-based input	Text area with category dropdown, optional file upload	Real-time updates on dashboard	Simple thumbs up/down or text box	Receives final update or badge
Actions	Clicks CTA on poster or link	Creates account, explores chatbot	Submits an issue with description	Re-checks dashboard or login to check updates	Leaves sentiment feedback	Shares app / reopens on next concern
Opportunities	Awareness campaigns in colleges/civic centers	Add OTP-free guest login	Voice input for accessibility	Push/email alerts for updates	Gamify with points or badges	Show "Thanks for your input!" confirmation screen