

## Project Design Phase-II

### CUSTOMER JOURNEY MAP

Date	13.10.2022
Team ID	PNT2022TMID10417
Project Name	Project – Containment Zone Alerting Application

## User journey

by the Design team of Adventure 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.

<b>1 Phases</b> <small>High level steps your user needs to accomplish from start to finish</small>	Create User account	View Containment Zones	Get alert notification if he/she enters Containment Zone	Stick on to the precautionary measures while traveling
<b>2 Steps</b> <small>Detailed actions your user has to perform</small>	Login	Turn on the GPS to track the location	Search for the safest routes to reach the destination	Get updates about Covid-19 cases
<b>3 Feelings</b> <small>What your user might be thinking and feeling at the moment</small>	<div>I can take safe routes while traveling</div> <div>If internet connection is not stable, it is difficult to navigate the routes</div>	<div>I will be known about the Covid-19 updates</div> <div>Always GPS have to be kept on</div>	<div>I will be able to differentiate the zones based on the intensity of infection</div> <div>Will there be data privacy?</div>	<div>I will be notified immediately if I have entered the containment zone</div> <div>Whether the information about the Covid-19 are from verified sources?</div>
<b>4 Pain points</b> <small>Problems your user runs into</small>	Rural areas will not have proper internet connection	There will not be no proper update of location in case of any bad weather	Sometimes safest routes may not be an optimal one	Overlapping of two or more containment zones
<b>5 Opportunities</b> <small>Potential improvements or enhancements to the experience</small>	The radius of the geofence can be increased by 150 to 200 meters.	Using an IP address to track the user even if the wi-fi or GPS gets turned off.	Frequently updating the location along with the nearby hospital	Alerting users through sms as it does not need internet