

SAMPLE JOURNEY OF A COSSIST USER



1. Before the trip

A family of 4 is very excited for their new travel destination. Kids and parents have their own plans to get the most out of their new place.

Days leading to the departure, everyone has many questions.

Imagine it can be done with a tap !!



2. Family lands in a new place.

Family settles into a hotel and ready to head out early morning. After dinner the head of family is planning about the next day activities.

He has many questions about the transportation, ways to save money etc and is it very late in the night.

Imagine it can be done with a tap !!



3. Family on the roll.

Family started early morning. One of the kids suddenly receives a tip from a friend about a must-see attraction and she insists to visit that place. It disrupts the plan the father put together the previous night.

He needs do a make a change of plan quickly and looking for most recent information.

Imagine it can be done with a tap !!



4. More planning for the coming days

As they stroll through the city and visit new attractions, everyone learns about additional locally specialized attractions and events.

A desire to get detailed information about them grows stronger among the family members, but not sure where to turn to get authentic information.

Imagine it can be done with a tap !!



7. Not feeling at home due to language barrier

As they start to enjoy the new place, a bit of discontent is broiled because getting information from locals about attractions and events proved to be difficult task as the family members don't speak the local language.

The wish they could get assistance in their mother tongue.

Imagine it can be done with a tap !!



6. Unexpected situations

One of the family members is getting tired and it seems she is slowly getting sick. The family is worried about this new situation and not sure how to handle this in a new place.

They wish they have some medicines and access to a nearby physician.

Imagine it can be done with a tap !!



5. Talk to the local Hotel and Attractions

Meanwhile the family thinks the Hotel they stay and Attractions they plan to visit are part of their extended family during their visit and expects them to be just a tap away.

Family finds the need to connect with them more often than they thought and wish they could do so seamlessly without ruining their vacation experience.

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8. Facing Theft, Loss, and Safety.

Family decides to carry their travel documents with them as they usually do. Along with the smartphone, the pouch that carries these documents being lost. Luckily not everyone's phones are stolen.

The whole family get anxious and the new situation starts poking their peace of mind and the vacation enjoyment starts falling apart. They truly wish there was someone local on their side to provide them with genuine and authentic advice.

Imagine it can be done with a tap !!



9. Offloading personal work.

In spite of a few troubles, vacation is progressing well. But the time has come to plan a few things like a cancelled return flight and a spot on an Airport lounge.

The responsibility lies with the head of the family and he truly wishes that someone could help him with his chores because the rest of the family expects him to act "normal" till the last day of the vacation.

Imagine it can be done with a tap !!



10. After the trip

Finally the good times ended and the family settled back in their home town. But they needed to follow up on a few pending items such as the shipping of a "paint your own pottery" memorabilia from a local shop. And this time they didn't just imagine for help, but they knew that

This can be done with a tap too !!

