

Realisation **Learning about the process** **Shelter Visit** **Adoption**

Touchpoints

Online search

Contact staff

Contact staff

Transport

Play with pets

Paper work

Payment

Adopter

Actions

Begin to realize the pets far from home

Research and decide on a shelter for adoption

Submit an online questionnaire for the pet

Contact shelter staff

HSGS staff member will contact to discuss your situation

Schedule an appointment

Visit the shelter

Signing documents

Pay adopting fees

Adopt a pet

Feeling

Sad
Missing their pets.

Interested
What are the options out there?

Confused
There are too many procedures regarding the adoption of pets

Neutral
To know more details about the process

Neutral
Brief evaluation of the adopter's situation

Happy
For the pet

Comfort
The center looks warm

Happy
The staff is happy to help

Smooth
The staff is happy to help with all queries

Happy
Staff inform adopters of considerations

Satisfied
Happy because it is good for the pet and adopter

Insights

Feeding stray cats

Adopt one

List of nearby shelters that are open for pet adoption

Making information accessible and understandable online

Counselling sessions for pet owners

Mail confirming the appointment

How is the experience at the shelter?

The shelter has a room for adopters to interact with their pets.

Fast process

Counselling sessions before adoption

