

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with







Al-powered Nutrition Analyzer for Fitness Enthusiasts

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SCENARIO Identifying the food item(fruit),Identifying the nutritional content present in it ,Displaying it to the user	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	User can acquire knowledge about the food items Acquiring knowledge helps them to make better decisions Browse food item's nutrition User wants to stay healthy and fit	Tips related to Knowledge about the nutrition intake User need to take a a image of what the eat Knowledge about the nutrition intake	The user get a Every information will clear idea about be clearly displayed to food diet the user	HEALTH Progress IMPROVEMENT Improvement in diet Being young , energetic and confident	Recommend Personalized friends process offer for to make use of regular the assessment website
Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	User will be able to view their progress The apps can be accessed through PCs, laptops, Mobile Phones etc	Provides information Dashboard page	Most common objects The customer looks for people interact with the group or guide, often food from a distance as they related items walk closer	"Leave a ferior" model window within the profile on the website, UOS app. or Android app	
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Helps the user to stay ft and healthy Helps to see what to to avoid the intake of unhealthy food	Help me commit to Diet schedule. Help me feel Help me make sure I don't fogget about about my body daily schedule	Help me feel good leign me to have the food with good feelings and no awkwardness	Help me We overcome not to feel the drawback and create lethargic new projects	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Gives information about the fruit that helps the user to improve his health	Following diet chart is very bare- bones and simple	Our guides tend to be so good that people are reassured when they eat healthy	We learn lot People of new food generally habits wake up feeling refreshed and inspired	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	User gets frustrated when he is unaware of the calorie and nutritional content	They will surely miss their most likely food	Sometimes people neglect their health	We cant People are spent more unclear money for whether a tip is longtime necessary, especially for senter citizens	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Increases the information given to the user		The common health issues like high blood pressure, Obesity and diabetes will get reduced	Maintain a Be energetic and young healthy always which diet to free from makes you various diseases feel happy	