Project Design Phase-II

User experience map

Date	12 October 2022
Team ID	PNT2022TMID44944
Project Name	Classification of Arrhythmia by Using Deep Learning with 2-D ECG Spectral Image Representation

User journey map Template:

User journey
by the Design Team of Accenture Interactive NL

People 2–9 **Time** 30 min **Difficulty** Beginner

❶ Phases
High-level steps your user needs to accomplish from start to finish

Awareness	Consideration	Service	Acquisition

❷ Steps
Detailed actions your user has to perform

Wants to find a ECG monitor provider	Needs to choose a provider	Use the service	Needs to order the product

❸ Feelings
What your user might be thinking and feeling at the moment

👍

Belief	Hopeful	Satisfied — Reliable	Satisfaction

👎

Nervous — Scared	Confused — Worried	Dissatisfaction	Scary — Confused

❹ Pain points
Problems your user runs into

Is not aware of all products	Doesn't know what to choose	Doubts the value of the product	Doesn't want to spend a lot of time on research	More unnecessary steps	Confusing or nonexistent tracking options	The payment process is unclear	Not enough other incentives

❺ Opportunities
Potential improvements or enhancements to the experience

Medical supply and equipment franchise opportunity in india	The potential benefits that an individual investors	choosing one alternative over another	Behaviour targeted email with competitive matrix	Cash delivery now available	Provide Assurance	Procedure of Recording