

Project Design Phase

Customer Journey

Map

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Team ID	PNT2022TMID35064
Project Name	Visualizing and Predicting Heart Diseaseswith an Interactive Dash Board

Customer Journey Map:

The customer journey map is a visual representation of the steps a customer takes to complete aspecific action, such as signing up for a product trial or subscribing to a newsletter.The more steps involved to complete the specific action, the more detailed the customer journey map will be.



Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>By searching through online</div> <div>Finding our prediction dashboard</div> <div>Create User Account</div>	<div>Visualize the information of prediction</div> <div>User gives their problems as their input to prediction system</div> <div>Reviews of the users about prediction system</div>	<div>Easy to access and visualize the prediction</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div>Interactive Dashboard for Heart Disease prediction</div> <div>Disease Prediction at online</div>	<div>Interaction with Dashboard</div> <div>View the results from interactive dashboard</div>	<div></div> <div></div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me to check whether i have heart disease or not</div> <div>Help me to get awarness about my health condition</div>	<div>Quick prediction for the given symptoms</div> <div>Emotional support, empathy and respect</div>	<div>Maintain Good health</div> <div>Awareness about heart diseases</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Detailed information about diseases</div> <div>Easy to access and visualize the prediction</div>	<div>Positive results from the perdition</div> <div>Clear information communication</div>	<div>Detailed explanation about the diseases</div> <div>Improved Prediction system</div>
<div></div> <div>Feelings and pains of Customers</div>	<div>Fear about their health condition</div> <div>Bewilderment</div>	<div>Trust</div> <div>User friendly environment</div>	<div>Knowing health condition from home</div> <div>Cost-effective method</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Suggestion to avoid heart diseases</div> <div>Displaying Symptoms related to heart diseases</div>	<div>Healthy Lifestyle Recommendation</div> <div>Learn about treatment and self-care</div>	<div>Staying informed about the diseases</div> <div>Incorporate new desired activities</div>