Project Design Phase II Customer journey

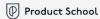
Team ID	PNT2022TMID19314
Project Name	Personal Assistance for Seniors Who are Self-Reliant Using IoT



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.

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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.



Browsing, booking, attending, and rating a local city tour	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
Steps What does the person (or group) typically experience?	Because caregivers couldn't wetch over couldn't wetch over at conce, this approach is employed. Because many order persons passed may from low belod persons and low favor rates attention or caretakers attention or caretakers acknowledgement.	They will come to know that they are being monitored by the caretakers or doctors by 24/7 The caregivers must not be under distress from being with the eleder for the whole dety.	The best monitoring systems on the market will be sought after by caregivers	They will discover that the system is pricey	Caretakers will be secure if they purchase an affordable system that allows them to detct and notify whenever any emergency is required.
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?	Doctor will advise policies to said help from anyone or a care pressure, oxygen and temperature caregives and emical importor insights into a series have allow as a care anyone or anyone	Caretakers cannot able to monitor them for 24/7 They will look for a device that can keep an eye on them round-the-clock	Elderly persons will assign somebody such as caretakers to oversee or provide for them. They will search for those who will look after them continuously	They are confident that the product would be user-friendly	They will dismiss the caregivers who was hired to do the caretaking duties
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Monitoring the elderly people for 24/7 Determine whether the elderly people exhibit any unusual behaviour	They can take care of themselves without any help	To safeguard and recognise the warning at any time	Should seek for a better answer Protecting the elderly people at all costs.	Monitoring as well as notify the health personnel or caregivers
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Individual find that taking care of the elderly may be significantly easier tha in the before	Seeking others assistance to look for them all day	Making fault that must be fixed in the subsequent action	In the future, we need to develop a better way to safeguard independant seniors than this	Should never again carry out the previous process in its totality
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It must be challenging to protect older individuals in emergency situations	It must be riskier to save them when low blood pressure and heart rate come unexpectedly.	When all safety measures fail, it results in a complete loss of income	Loss of money and the money invested on measures to protect independant people.	No system can adequately protect them from protecting senior citizens.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Have a deep analysis about the place and season in order to know their heartbeat rates.	Elderly people who prefer to live independantly should acquire personal support	When an elderly person is in need or in an emergency, this system will be alerted and detect it.	The elderly enjoy happy lives free from any inconveniences caused by caregivers.	They can live a prosperous life without any concerns and assistance was provided when needed in any situation.