

Project Design Phase-2

CUSTOMER JOURNEY MAP

Date	11.10.22
Team ID	PNT2022TMID46390
Problem Statement	Early Detection of Chronic Diseases using machine learning

Customer Journey map

1.PHASES	USER ENTRY	ENTER DIAGNOSTIC DATA	PRODUCTION & ANALYSIS	RESULT
2.STEPS	<div>Open the portal</div> <div>Login Using the Credentials</div> <div>If new User Create an account</div>	<div>Collecting Information regarding clinical data</div> <div>Sending clinical data as input</div>	<div>After giving input data</div> <div>Diagnosis based on given input and medical record</div>	<div>After the Successful analysis</div> <div>The result will be shown with effective and efficient analysis for the customer</div>
3.FEELING	<div>Wish to have an accurate result</div> <div>Interface should be Simple and Efficient</div> <div>Feels Irritated when too much of questions asking to them</div> <div>If any lag persists it cause an issue</div>	<div>Happy to get a proper prediction</div> <div>May Feel Feared by giving various disease information</div>	<div>Eager to get the result</div> <div>Worried about the result incase of CKD</div>	<div>Happy when Result of CKD is Neagative</div> <div>sad & worried when CKD is Presents</div>
4.PAIN POINTS	<div>Whether they may get authentication error</div>	<div>Whether may take long time incase of poor Connectivity</div>	<div>It may consuming more time for analyzing</div>	<div>Whether the prediction is correct or not</div>
5.Opportunities	<div>User Friendly</div>	<div>Simple and Easy access</div>	<div>Effective and Immediate response</div>	<div>Fast and accurate Prediction</div>