# Customer journey map-Health Care Data Analytics

## Team ID:PNT2022TMID29804

Browsing, booking, attending, and rating a local citytour



### Entice

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?



What do people typically experience as the process finishes?



### Extend

What happens after the experience is over?



What does the person (or group)

Visit the application of Hospital

User check the details from Hospital website

User can visit IBM Cognative Analysis

Data can be viewed

MS Excel sheet used for long data

Avoid unnecessary blank space



### Interactions

What interactions dothey have at each step along the way?

People: Who do they see or talkto?

Places: Where are they?

Things: What digital touch points or physical objects would they use?

Register the application Enter the details **About** Hospital user needed

Help to Patient

Upload the data

Can view the data in in IBM Watson

Avoid blank excel Sheet



### Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..."or "Help me avoid...")

Help to Hospital Admin

Help to Patient To get further

User

and

data

information Can view graph of data Help to different types of details

Help to view application



### Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Easy to View and register

Avoid breakouts

Store the data in form of graph and different ways

Prevent higher risk of hospital data



### Negative moments

Vhat steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Network issue

Sometime it give wrong

data

**Using** 

sheet

multiple Data in Excel Sometime get a wrong data in graph form

check older

predicted

All data view the patient's Sometimes doesn't prevent the wrong details



### Areas of opportunity

How might we make each step

better? What ideas dowe have? What have others suggested?

User enter **Details** easily

Flexible to use

**Jupyter** notebook are used