




CUSTOMER JOURNEY MAP-PERSONAL ASSISTANCE FOR SENIORS WHO ARE SELF-RELIANT

TEAM ID: PNT2022TMID29933

SCENARIO		Entice		Enter		Engage		Exit		Extend	
Browsing, booking, attending, and rating a local city tour		How does someone initially become aware of this process?		What do people experience as they begin the process?		In the core moments in the process, what happens?		What do people typically experience as the process finishes?		What happens after the experience is over?	
	Steps What does the person (or group) typically experience?	User can set the notification using this app.		User enter the reminder details		The voice command should have medicine name and number of doses.		Using this reminder people take medicine at time		Live a tension free life.	
	Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?	User enter their medicine details		User set the reminder time		App give the voice command at a time.		Voice command tells the medicine name and doses		People increase their life span	
	Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Help me to take medicine at time		Help me to remind medicine time		Help me to take Correct medicine		Help me to take proper doses		Help me see ways to my next medicine	
	Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Tension free life		Increase life span		Avoid life Threatening problems		Never miss our medicine		Dependency not needed	
	Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Security is low		Voice command is only in common language		Uneducated people cant understand the voice command		Blind people Cannot tale a medicine.		Deaf people cannot hear voice command	
	Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	User enter details easily		User enter only medicine name and time		The notification in voice form		Verification for people take medicine		Flexible to use	