

Requirement Analysis
Customer Journey Map

Date	29-06-2025
Team ID	LTVIP2025TMID39531
-Project Name	Revolutionizing Liver Care: Predicting Liver Cirrhosis using Advanced Machine Learning Techniques
Maximum Marks	10 Marks

Customer Journey Map - Liver Cirrhosis Prediction System

1. Awareness:

- Healthcare professionals become aware of the system through medical conferences, journals, or referrals.

2. Consideration:

- They explore the benefits of using machine learning for early liver cirrhosis detection.
- Watch demos or attend webinars.

3. Acquisition:

- Access the system via hospital IT or direct download from the provider's website.

4. Usage:

- Enter patient data such as age, test results.
- View prediction (Likely/Unlikely cirrhosis).

5. Support:

- Receive assistance for model interpretation or technical issues via helpdesk or online FAQ.

6. Feedback:

- Provide feedback for improvements to the system interface or model accuracy.