

## PROJECT DESIGN PHASE - II

### CUSTOMER JOURNEY MAP :

|               |                                                      |
|---------------|------------------------------------------------------|
| Date          | 21 October 2022                                      |
| Team ID       | PNT2022TMID35094                                     |
| Project Name  | Personal Assistance for Seniors Who Are Self-Reliant |
| Maximum Marks | 4 Marks                                              |

# Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

| MEDICINE REMINDER | ENTICE                                                                 | ENTER                                                                            | ENGAGE                                        |                                              | EXIT                                                                    |
|-------------------|------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------|
| STEPS             | Their insight into how their emotional makeup influences patient care. | Searching best Product on Market                                                 | Browsing the Best Product                     | Suitable for the customer Point of views     | At the end the our customer Follow Proper Medication                    |
| INTERACTION       | At the hospital<br>By Caretakers                                       | A Smart Medicine Box                                                             | Managing Patients Prescription                | Reminding About the Insulin                  | Caretaker Free from 24/7 monitoring                                     |
| GOALS             | Solution For Proper medication Reminder                                | It Begins with the self care or patient care to take medicines regularly on time | They take the medication on time              | The caretaker Takes care of Patient          | At the End They find Smart Medicine Box                                 |
| POSITIVE MOMENTS  | Public Suggestions                                                     | User Friendly App Environment                                                    | Proper Notification Via Voice Command         | App Notification to Caretaker                | It Regularly Reminds the Medication Times                               |
| NEGATIVE MOMENTS  | Hard To Find The Best Smart Medicine Box in the Market                 | Difficult to operate the Medic app                                               | The user Should Keep the Product near to them | Always Wifi should be in on condition online | A Smart Medicine box with Complex Architecture Only fit Elderly peoples |