

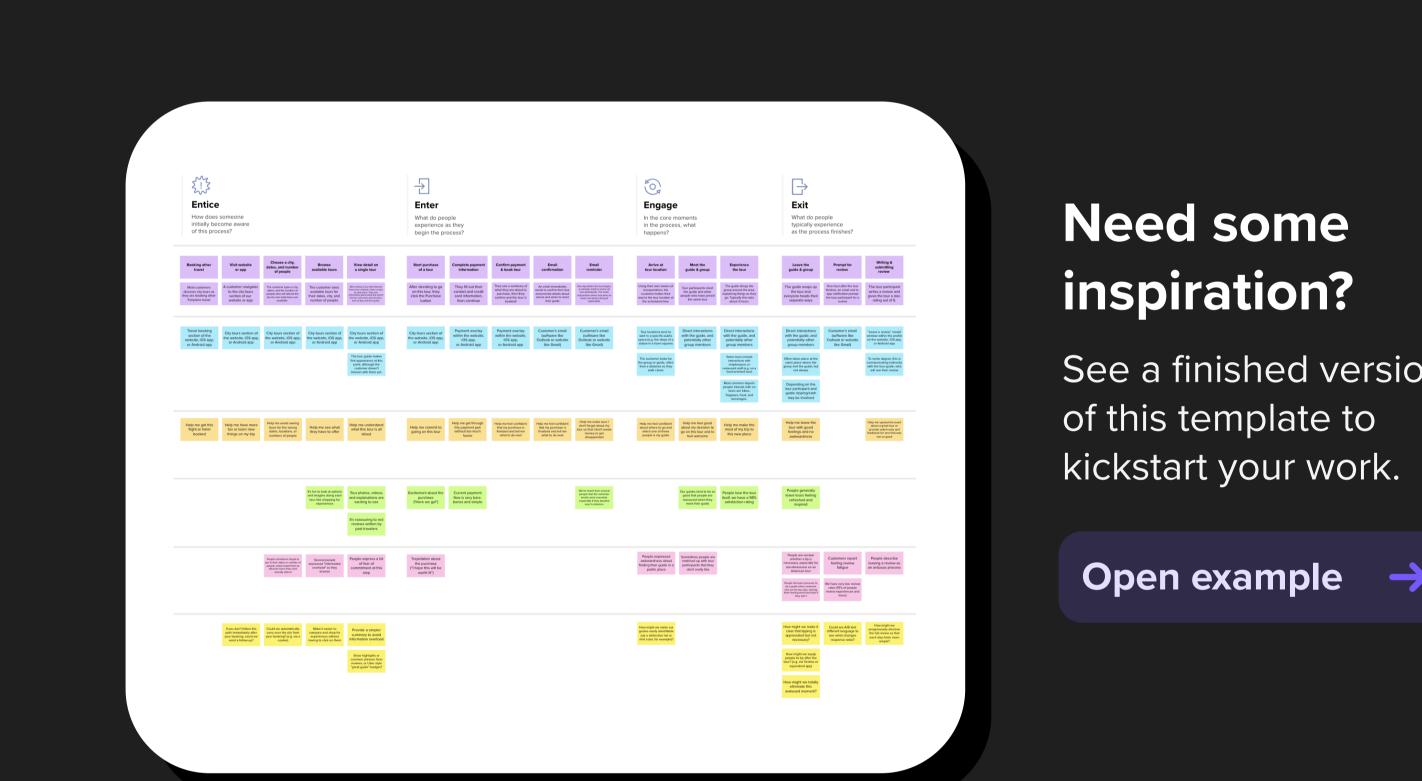


Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

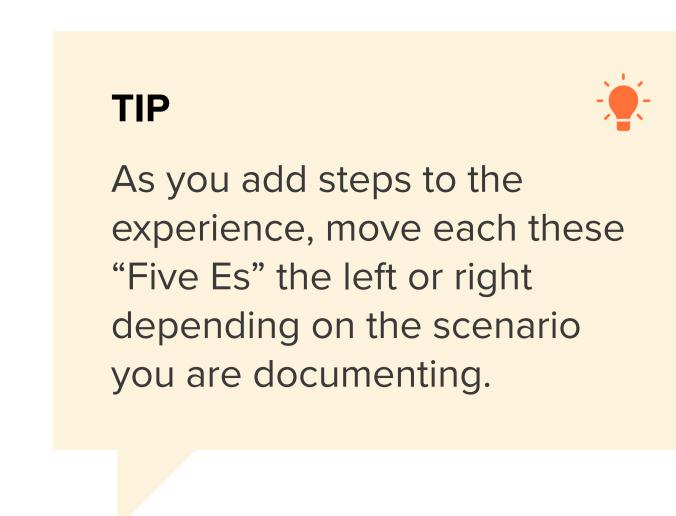


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Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



Browsing, booking, attending, and rating a local city tour	Entice How does someone 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?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Website /online ads, social media, Information from people Comparing available solutions Web browsing/ Research on website	Research about Upload necessary files	Upload hand-drawn sample of spirals and waves Analyze the result provided by the application	Have clarity about the disease the disease the disease the disease	Take the proper Gets treatment for medicine if result is positive disease
 Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	Interaction with those who have already used the website Discuss with friends about the trustworthiness of this application. Discuss about the pros and cons with other users of the app.	Take help from past users to understand the website Understanding the Interaction within the app with feedback from others	What type of input should be uploaded Canvas is used for taking the images and processing	Disease exist consult the doctor Intracts with other potential users about the user friendly interface of the app	Get the further information about the disease Users interact with the app for further treatment
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	To provide free treatment for detecting persons To get a solution for early detection of Parkinson's disease	Know about the prerequisites for prediction. Be bold when you have a positive result	Understand the treatment process Get the accurate details about the disease	Steps to be taken from the prediction result Detailed analysis of available and suitable treatment options	Decide that what types of treatment you want Get a confrmation about the disease.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Accuracy of the prediction Early detection will help the people	High accuracy of the application as compared to other available options Easy to understand user interface.	Less complex Easy procedure to get the detection about the disease.	Treatment options Transparency about severity of diseas.	A preunderstanding of accessible on diseas before visiting the doctoc. App easily accessible on internet for anyone to use
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Overwhelmed by many options available on interne cant able to believe the result	Not familiar with usage of digital services and applications Very less to no preunderstanding of disea	Uploading data issues Any physical disability leading to difculty in taking hand drawn samples of spirals from the patien	Actual symptoms do not match the severity of disease as predicted by the app. Processing issues	Hearing advices not to trust any such suggested by app online applications not easily accessible.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Even accurate predictions t should have good user experience so more and people prefer using it.	Easy procedure It should be an easy web model for frst time users.	It should be equipped with latest ML techniques. Should be efficient	Security and privacy should be preserved It'll be helpful to the users if their uploaded samples are stored by the application for future reference.	The application sends reminders to users about various treatment options Updates about various treatment options