













Project Design Phase II

Customer Journey Map

Team ID	PNT2022TMID04459
Project Name	Visualizing and Predicting Heart Diseases with an Interactive Dash Board

Customer Journey Map:

The customer journey map is a visual representation of the steps a customer takes to complete a specific action, such as signing up for a product trial or subscribing to a newsletter. The more steps involved to complete the specific action, the more detailed the customer journey map will be.

 PROCESS browsing, booking, attending and rating a local city tour	 Enter what do people experience as they begin the process	 Engage what do people experience as they begin the process	 Exit what do people typically experience as the process finishes?
 Process steps what does the person (or group) Typically experience?	By Searching Through Online Finding our prediction Dashboard Create User Account	Visualize the Information of Prediction User Give their Problems as their Input to Prediction system Reviews of the users about prediction system	Easy to access and visualize the prediction
 Interactions What interaction do they have at each steps along the way? • Who do they see or talk to? • What are they? • What digital touchpoints or physical objects would they use?	Interactive Dashboard for Heart Disease Prediction Disease Prediction at Online	Interaction with Dashboard View the Results from Interactive Dashboard	 
 Goals & Motivations All each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to check whether I have heart disease or not Help me to get responses about my health condition	Quick prediction for the given symptoms Emotional support, Empathy and Respect	Maintain good health Discover about Heart Disease
 positive moments What steps, what is a person's find enjoyable, productive, fun, motivating, delightful or exciting?	Detailed information about Disease Easy to access and visualize the prediction	Positive results from the prediction Clear information communication	Detailed explanation about the disease Improved prediction system
 Feelings and pains of customers	Fear about their health condition Bewilderment	Trust User friendly environment	Knowing health condition from home Cost effective method
 Opportunity how might we make each step better? What ideas do we have? what have others suggested?	Suggestion to avoid heart disease Displaying symptoms related to heart disease	Healthy lifestyle recommendation Learn about treatment and self- care	Staying informed about the disease Incorporate new desired activities

