

Phases	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
Activities Performed	Installing software/ Application	Registration	Customer upload's health data	Analysing Health data	Obtain result	Sharing/ Review
Emotions	Curious to try the software/Application	Curious to register	Curious to upload data and try the application	Worried about whether the result will be positive or negative	Happy to see better results based on provided data	Happy/ Sad based on the result
Overall Experience	Good	Good	Very good	Excellent	Excellent	Excellent
Customer Expectations	Application shall be easy to use	Easy registration process	Easy upload of health data	Quick Analysis	Accurate results	Easy to share and download