



# 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.

Created in partnership with  Product School

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## PROJECT - DETECTING PARKINSONS DISEASE USING MACHINE LEARNING

TEAM ID : PNT2022TMID13704



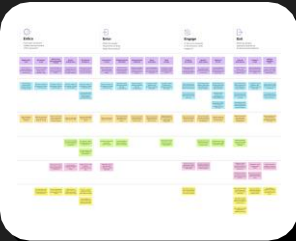
### Document an existing experience

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.

TIP

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

SCENARIO	Entice	Enter	Engage	Exit	Extend
Browsing, booking, attending, and rating a local city tour					
<b>Steps</b> What does the person (or group) typically experience?	<div>Online advertisements/ Social media/Hear from friends</div> <div>Comparing available solutions &amp; to know about the App</div> <div>Web browsing/ Research on website</div> <div>Marketing cards in Hospitals</div>	<div>Signup/Login into Application or website</div> <div>After signed the user needs to provide their personal datas into the app</div> <div>Confirmation</div> <div>Confirmation message will be sent through gmail or sms</div>	<div>Upload hand-drawn sample of spirals and waves</div> <div>Analyzing the uploaded images to predict the disease</div> <div>Analyze the result provided by the application</div> <div>The result should be consult with Doctors</div>	<div>Have clarity about the disease</div> <div>Have idea regarding the treatment procedure</div> <div>Have a prediction the patient Parkinson's</div> <div>Gets Clarification about disease</div>	<div>Visits doctor and rechecks the result</div> <div>Shares his experience</div> <div>If disease is predicted proper medication must be followed.</div> <div>Gives feedback</div>
<b>Interactions</b> What interactions do they have at each step along the way? <ul style="list-style-type: none"><li>■ People: Who do they see or talk to?</li><li>■ Places: Where are they?</li><li>■ Things: What digital touchpoints or physical objects would they use?</li></ul>	<div>Discussion with prior used people</div> <div></div> <div>Discus about the pros and cons with other users of the app.</div> <div></div>	<div>They interact with the application interface</div> <div></div> <div>Compares available options by visiting website and asking users of other apps.</div> <div></div>	<div>They upload the necessary data for the prediction</div> <div></div> <div>The type of input image must be either spiral or waves only</div> <div></div>	<div>The reliability of the application is discussed</div> <div></div> <div>The potential of the predictor is verified with the doctors</div> <div></div>	<div>Discuss the results with a doctor.</div> <div></div> <div>Users interact with the app for further</div> <div></div>
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Early detection of Parkinsons Disease</div> <div>To look for an alternative solution other than already existing solutions.</div> <div>To look for an application that is data driven and predicts accurately</div>	<div>Understand the user interface of the application.</div> <div>To get a basic knowledge of the disease and it's symptoms</div> <div>Know about the prerequisites for prediction.</div>	<div>To get an accurate prediction of the patient's Parkinson's disease.</div> <div>To get an understanding of treatment options available.</div> <div>To understand more about the disease and its symptoms</div>	<div>Decide about the prediction by application.</div> <div>To get the diagnosis of their data</div> <div>Patients current status must be made clear.</div>	<div>Let other needful people know about the application</div> <div>The confirmation of disease again by consulting doctor.</div> <div>Treatment planning can be done according to financial status</div>
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div></div> <div></div> <div>The accuracy of predictor is high hence its reliable</div>	<div></div> <div></div> <div>Detailed information about the disease and its symptoms</div>	<div></div> <div></div> <div>Simple data input that has to be given by the user to get their result</div>	<div></div> <div></div> <div>Ability to share their results to other people</div>	<div></div> <div></div> <div>They get a better understanding of the disease and its symptoms before visiting a doctor</div>
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div></div> <div></div> <div>Skeptical about the accuracy and trustworthiness of the app.</div>	<div></div> <div></div> <div>Not comfortable with using mobile phones or other technological aspects of the app.</div>	<div></div> <div></div> <div>The web page rendering can be slow.</div>	<div></div> <div></div> <div>Unable to render results due to poor network connectivity</div>	<div></div> <div></div> <div>No option available to give feedback to the development team.</div>
<b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	<div>more people prefer</div> <div>previous users</div> <div>It should have a good user interface</div>	<div></div> <div></div> <div>It should have user friendly interface by adding chatbots</div>	<div>ML techniques.</div> <div></div> <div>The proposed solution should have good time complexity.</div>	<div>users</div> <div>users</div> <div>It should suggest proper treatment methods</div>	<div>treatment</div> <div></div> <div>updating of latest available treatments.</div>



### Need some inspiration?

See a finished version of this template to kickstart your work.

Open example

