

# Project Design Phase-II

## Customer journey

Team ID	PNT2022TMID27689
Project Name	Personal Assistance for Seniors Who Are Self-Reliant



### PERSONAL ASSISTANCE FOR SENIORS WHO ARE SELF-RELIANT



#### CUSTOMER JOURNEY

 <b>Enter</b> How does someone initially become aware of this process?	 <b>Entice</b> How does someone initially become aware of this process?	 <b>Enter</b> What do people experience as they begin the process?	 <b>Engage</b> In the core moments in the process, what happens?	 <b>Exit</b> What do people typically experience as the process finishes?	 <b>Extend</b> What happens after the experience is over?
<b>Steps</b> What steps does the person (or group) typically experience?	Insight of how their emotional makeup influences patient care	Search best products on market Looking for the proper medicine reminder	Browsing the best product User friendly for the customers	At the end the customer can follow proper medication By this the user can get a proper medicine	Monitoring can be improved Setup and using is much easier
<b>Interactions</b> 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?	At the hospital reception By caretakers who looks after the patients	A smart medicine box They will look for a device that can keep an eye on them	Reminding the regular medicines to the patient Maintaining patients details	The caretaker will be free from continuous Reminder on intake of medicine is easy	
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? (Think "me," or "help me avoid...")	Solution for proper reminder of medicine at right time Monitoring the elderly people for 24/7	Begins with self care of patient care They can take care of themselves without any help	The caretaker takes complete care of medicines They eat medicines on right time	At the end they find smart medicine box Consumption of medicine at appropriate time is done	With the help of proper initiation the notification is accessed
<b>Positive moments</b> What steps does a typical person find engaging, productive, fun, motivating, delightful, or exciting?	Easy to adapt for the new users User friendly reminder	Easy to use in all environment	Notification at right time via SMS and voice command During emergency alert the caretaker via	Notifies the medicine name Reminds the medicine name at right time	The medicine is taken at right time Health condition of people is maintained
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, engaging, costly, or time consuming?	User questions himself/herself that they can manage by themselves Hard for the caretakers to monitor	Difficult for new user to use the app Customers does not completely set the technical setup	User should be always in online User should keep the product near to them	A smart medicine box with complex architecture only for elder people They are not aware of the notification of the medicine	Unaware of voice alerts
<b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	The user should use the product without Once the user started to use the product they should implement it without fail	The database should be connected to app The implementation done through IBM Watson	The user should be aware of internet connectivity The web application should access the app and device	The IBM database must keep track of the data Once the device is activated it should automatically generate reminder through audio	The user should know the exact usage of the product The reach of the product can be achieved by adaptability