Project Design Phase-2

CUSTOMER JOURNEY MAP

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Team ID	PNT2022TMID32429
Project	Early Detection of Chronic Diseases using machine learning

Customer Journey map

1.PHASES	USER ENTRY	ENTER DIAGNOSTIC DATA	PRODUCTION & ANALYSIS	RESULT
2.STEPS	Open the portal · Login Using the Credentials · If new User Create an account	Collecting Information regarding clinical data · Sending clinical data as input	After giving Input data · Diagnosis based on given input and medical record	After the Successful analysis · The result will be shown with effective and efficient analysis for the customer
3.FEELING	Wish to have an accurate result · Interface should be Simple and Efficient · feels irritated when too much of questions asking to them · If any lag persists it cause an issue	Happy to get a proper prediction · May Feel Feared by giving various disease information	Eager to get the result · Worried about the result incase of CKD	Happy when Result of CKD is Neagtive · sad & worried when CKD is Presents
4.PAIN POINTS	Whether they may get authentication error	Whether may take long time incase of poor Connectivity	It may consuming more time for analyzing	Whether the prediction is correct or not
5.Opportunities	User Friendly	Simple and Easy access	Effective and immediate response	Fast and accurate Prediction