

PROJECT DESIGN PHASE - II

**CUSTOMER JOURNEY
MAP :**

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| Date | 8 october 2022 |
| Team ID | PNT2022TMID21781 |
| Project Name | Personal Assistance for Seniors Who Are SelfReliant |
| Maximum Marks | 4 Marks |

Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

| MEDICINE REMINDER | ENTICE | | ENTER | ENGAGE | | EXIT |
|-------------------|--|---------------|--|---|--|--|
| STEPS | Their insight into how their emotional makeup influences patient care. | | Searching best Product on Market | Browsing the Best Product | Suitable for the customer Point of views | At the end our customer Follow Proper Medication |
| INTERACTION | At the hospital | By Caretakers | A Smart Medicine Box | Managing Patients Prescription | Reminding About the Insulin | Caretaker Free from 24/7 monitoring |
| GOALS | Solution For Proper medication Remainder | | It Begins with the self care or patient care to take medicines regularly on time | They take the medication on time | The caretaker Takes care of Patient | At the End They find Smart Medicine Box |
| POSITIVE MOMENTS | Public Suggestions | | User Friendly App Environment | Proper Notification Via Voice Command | App Notification to CareTaker | It Regularly Reminds the Medication Times |
| NEGATIVE MOMENTS | Hard To Find The Best Smart Medicine Box in the Market | | Difficult to operate the Medic app | The user Should Keep the Product near to them | Always Wifi should be in on condition online | A Smart Medicine box with Complex Architecture Only for Elderly people's |