

## PROJECT DESIGN PHASE - II

### CUSTOMER JOURNEY MAP :

Date	8 october 2022
Team ID	PNT2022TMID21782
Project Name	Personal Assistance for Seniors Who Are Self-Reliant
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 the our customer Follow Proper Medication
INTERACTION	At the hospital ByCaretakers	A Smart Medicine Box	Managing Patirnts 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