PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY MAP

Date	28 October 2022
Team ID	PNT2022TMID51528
Project Name	Detecting Parkinson's Disease Using MachineLearning
Maximum Marks	4 Marks

CUSTOMER JOURNEY MAP:

A customer journey map is a visual representation of the customer journey (also called the buyer journey or user journey). It helps you tell the story of your customers'experiences with your brand across all touchpoints. Whether your customers interact with you via social media, email, live chat or other channels, mapping the customer journey out visually helps ensure no customer slips through cracks.

This process also helps B2B business leaders gain insights into common customer pain pointswhich in turn will allow them to better optimize and personalize the customer experience.

CUSTOMER JOURNEY MAP

Phase Of journey	Registration	Entry	Engage	Exit
	Registration What do people experience as they begin the process?	**Entry** What do people experience as they begin the process?	**Engage** In the core moments in the process, what happens?	**Exit** What do people typically experience as the process finishes?
Actions What does the customer do?	**Google Account** — Connect with the Google account for further process **Account Verification** — Verification of account in given Google Account **Start Tour** — Small tour for the app and procedures to go on with	**Home Page** — Home page is the place where user wants to navigate or roam inside the app **Menus** — Features available inside the app	**Camera Permission** — Camera permission is given on to take image **Photo Capture** — Photos will be captured **Image Processing** — Images processed for training **Traning the process** — Training is used for detecting the disease	**Result** — Results will be published **Review** — Users review the app **Leave** — Close the app
Touchpoint What part of the service do they interact? ※ **People:** Who do they see or talk to? ※ **Places:** Where are they? ※ **Things:** What digital touchpoints or physical objects would they use?	No cost registration for the account Helpful to navigate through pages	Important information like Logo/Photos/Navigation/Exercises etc are available To navigate from one page to another page	Camera is used for taking the images and used for processing Photo Captured will be saved for image processing and for future use Image will be processed and ready for the training Training the images to detect whether the user has the disease or not	Disease exist consult the doctor Rate us 1 to 5 Disease not existed
Goals & motivations What is the customer thinking?	To provide free disease detecting service Easily navigate through the pages of the app	Whether I have disease or not	For picture purpose For image processing purpose For training purpose For predicting whether the patient is diagnosed with the disease or not	To Predict whether the patient is affected with Parkinson disease User review is useful for app improvement
Customer Feelings What is the customer feeling?	😋	😄	🙄	😣 😃
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	OTP can also be added for further security purposes	Advice Hope		Predictor does not support only by Image processing and can also be done ML Algorithm If patient diagnosed with disease he/she will consulted to a specialist