Project Design Phase-II Customer/ User Journey map

Date	09 October 2022	
Team ID	PNT2022TMID30183	
Project Name	Project – Analytics For Hospitals' Health-Care Data	
Maximum Marks		

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Length To search for bed of Stay availability	Collecting Checking the severity report of disease Allocating the bed	Skilled About the treatment poctors and care Room
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrotor.	Patients Regular health details checkup	Undergo pain and side afford of occor elects of the presented of electrons and nurses frustrated treatments and nurses	Alternate Treatment of satisfaction patient
Touchpoint What part of the service do they interact with?	Hospital with better care	Proper Availability Active co- Predicting bed of resources operation length of facilities time. Active co- predicting steps of patients stay	Opinion Discharge of their of treatment patients
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	•	②	©
Backstage			
Opportunities What could we improve or introduce?	Using previous records	Bed allocation differ based on	Doctor patient rapo
Process ownership Who is in the lead on this?	Patient	Patient	Hospital and patient

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