

Customer experience Journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

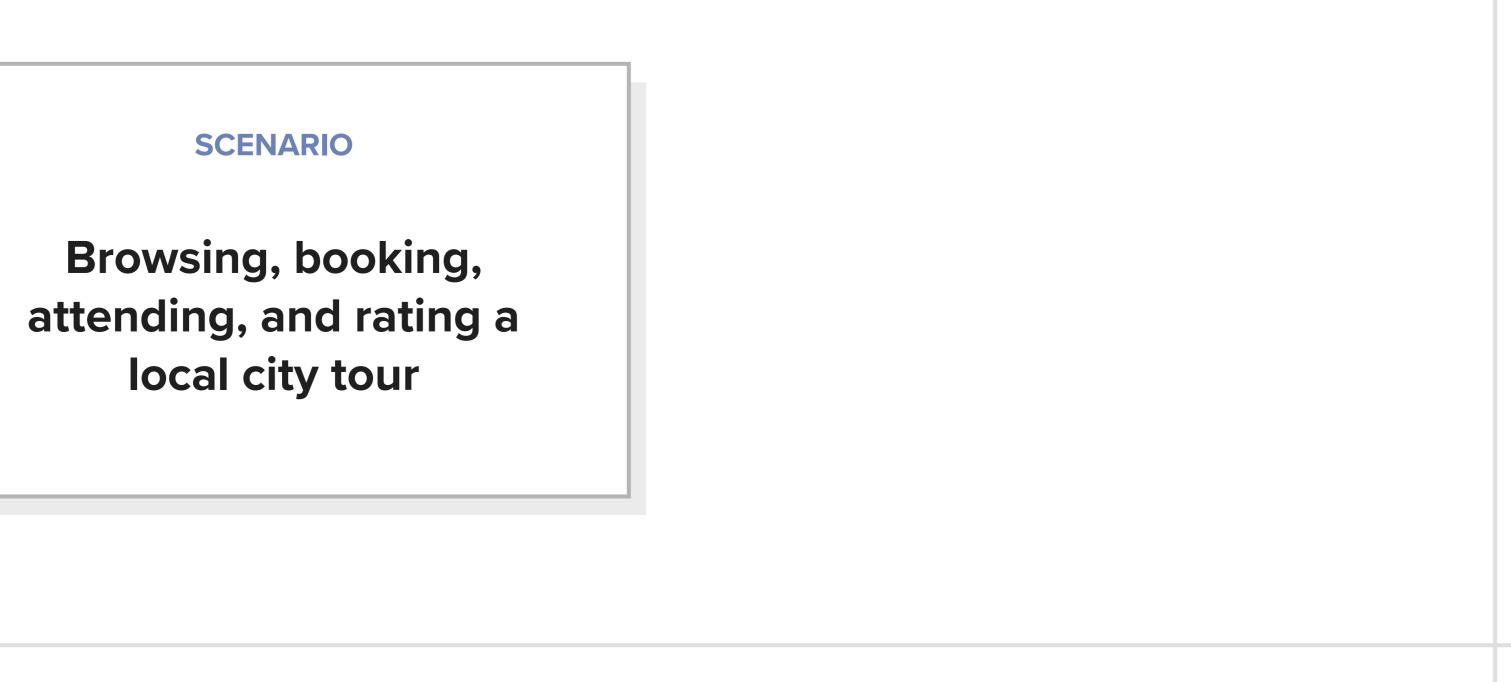
Created in partnership with

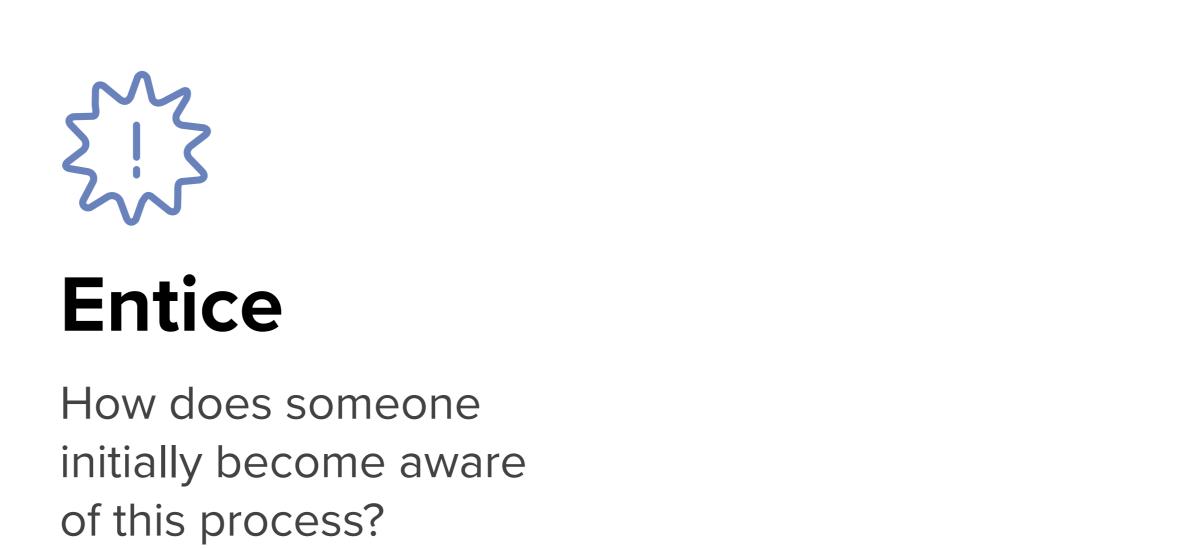


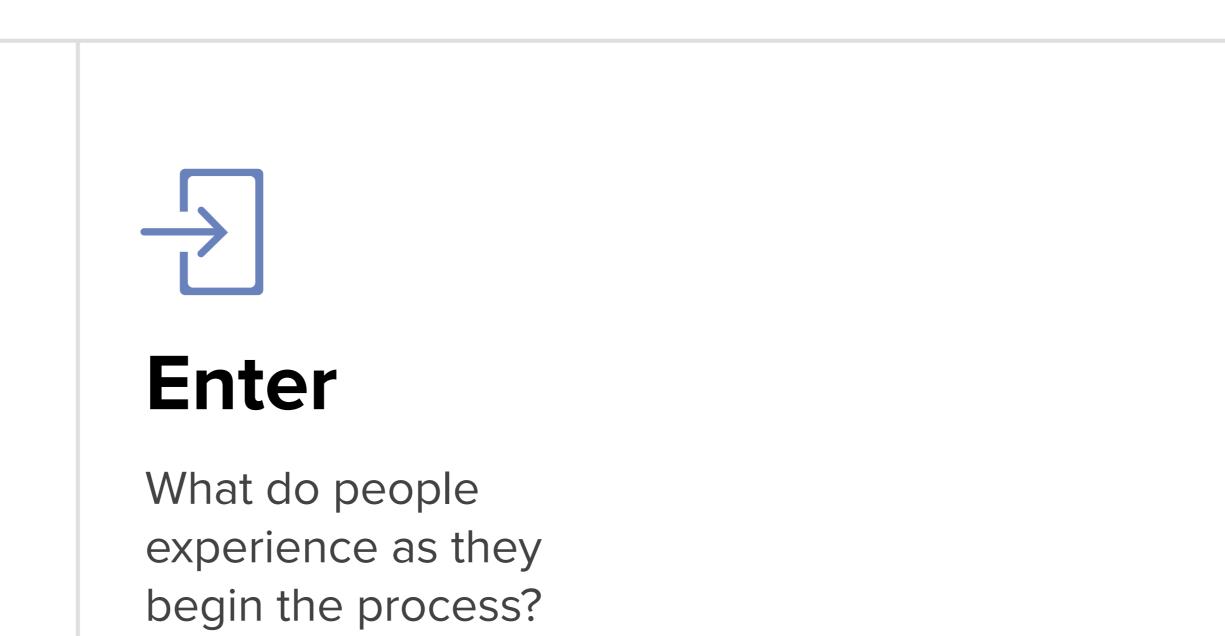


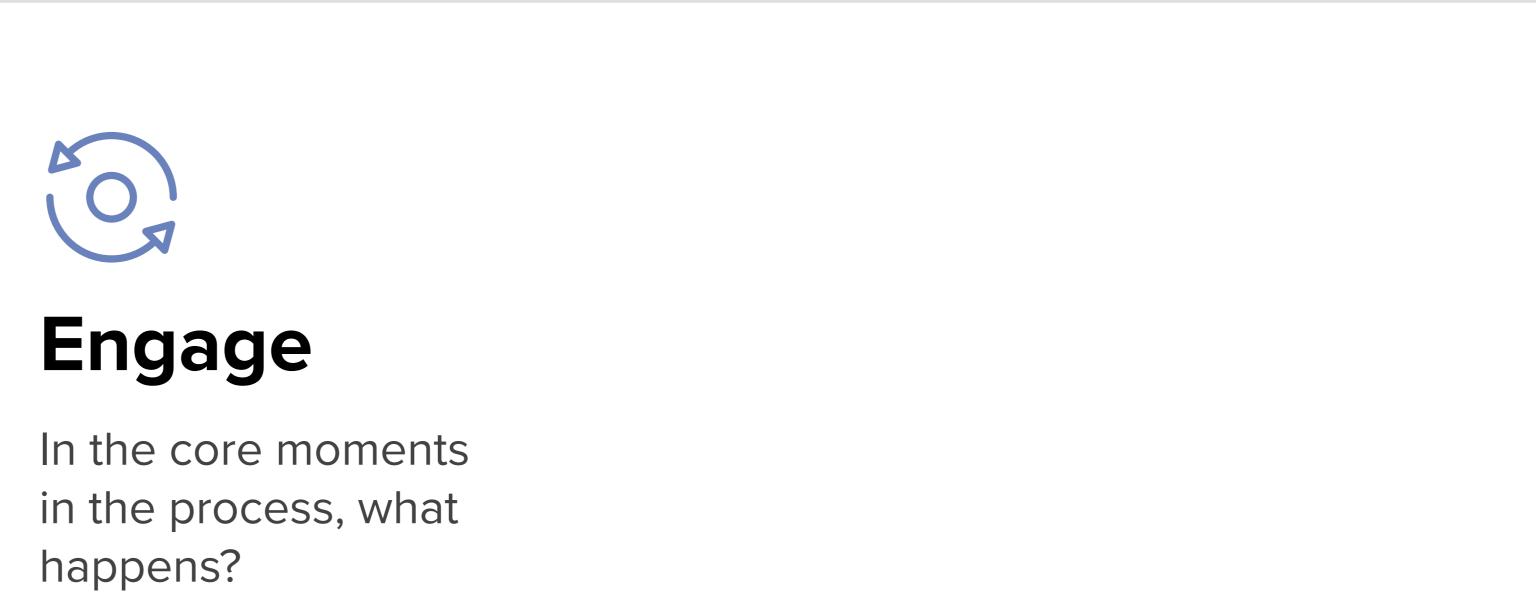


Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



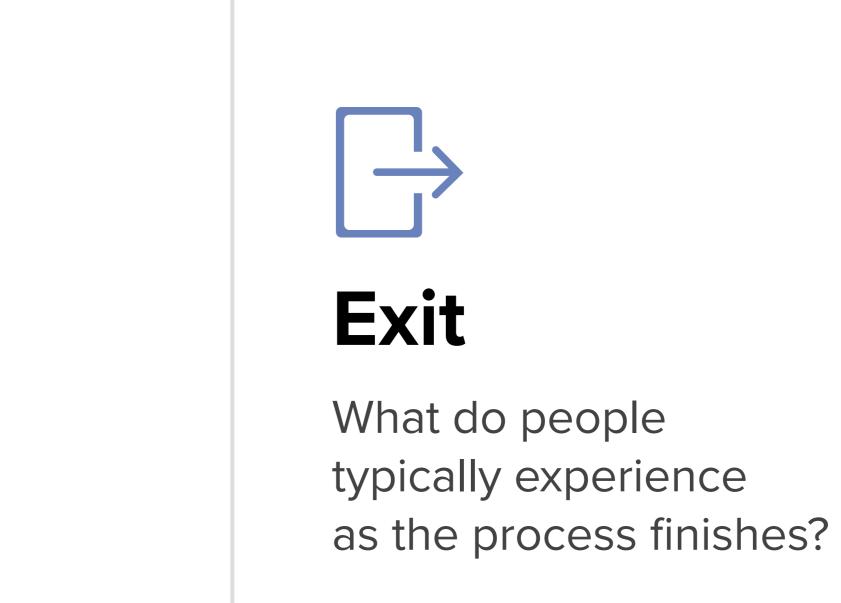


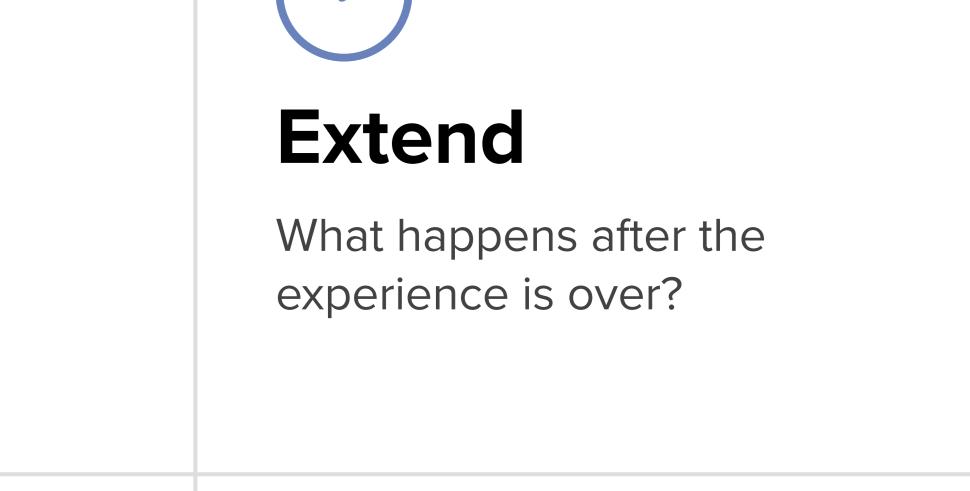




accurate results will

provide





After Completing the process the people can share, like, comment our Web application



Interactions

Steps
What does the person (or group)

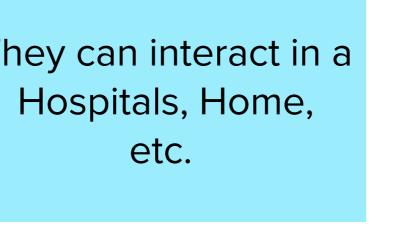
typically experience?

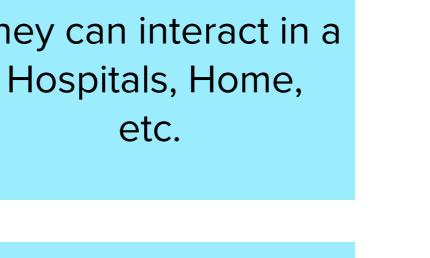
What interactions do they have at each step along the way?

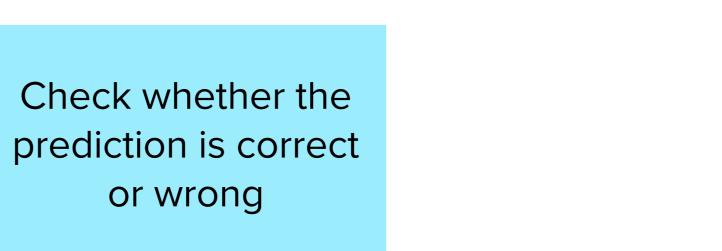
People: Who do they see or talk to?

- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?





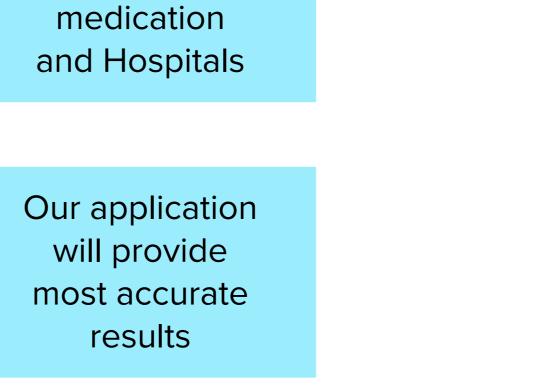


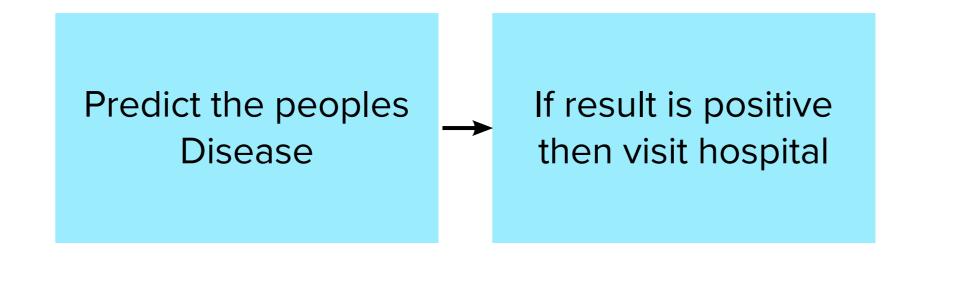


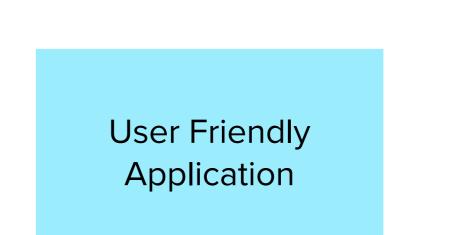


There is no need to go to hospitals, only need blood test report we can predict easily disease affected or not

The liver location is mostly located in right upper portion of abdomen just below the diaphragm

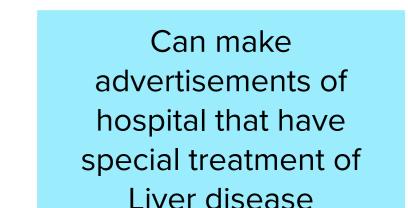


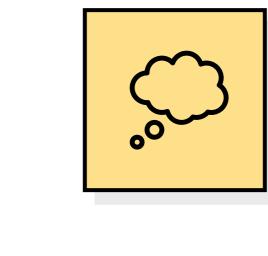




After using our application the know the prediction results

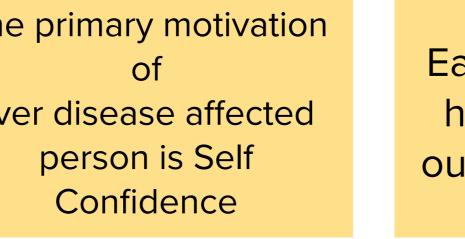
positive they consult a doctor

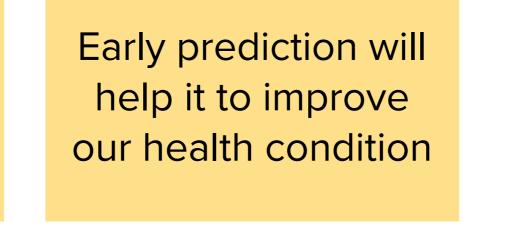


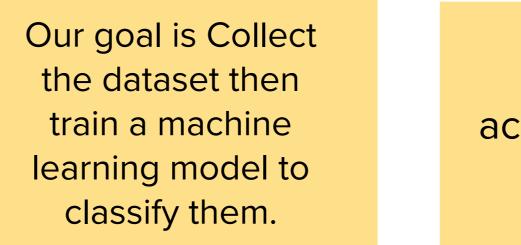


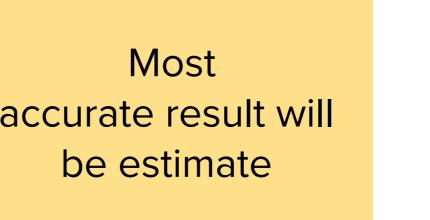
Goals & motivations

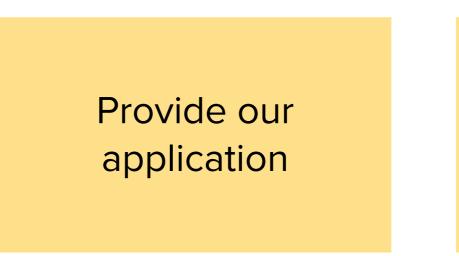
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



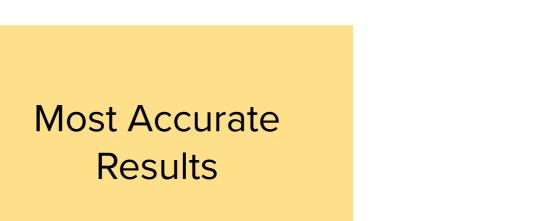


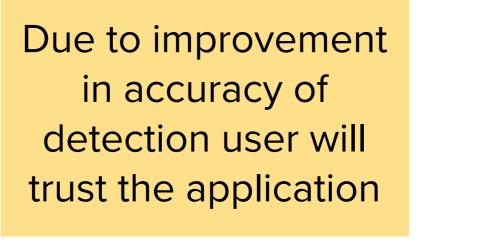




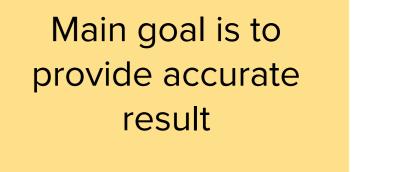


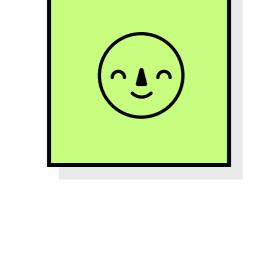


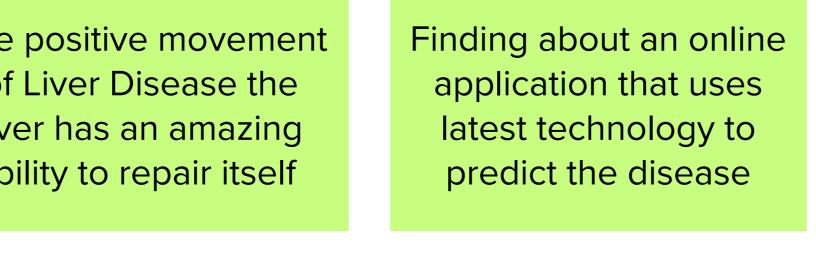


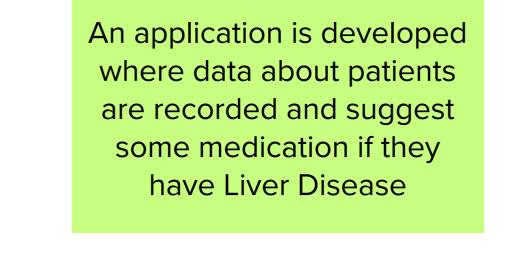


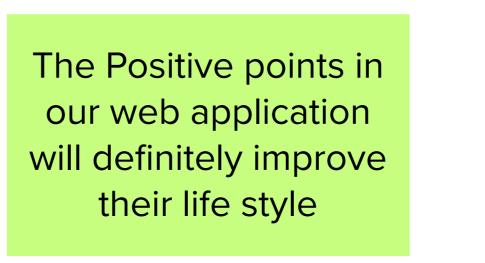
Helpful for doctors to treat the patients at

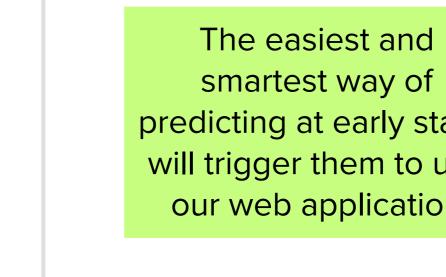




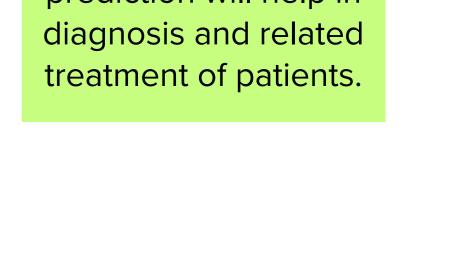


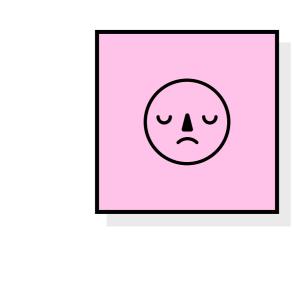






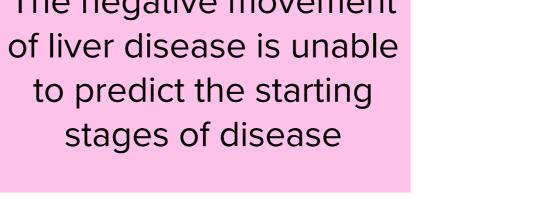


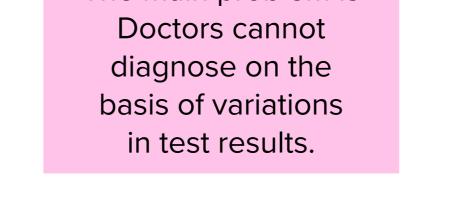


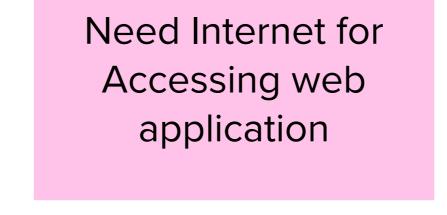


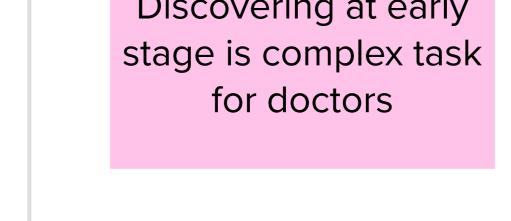
Negative moments

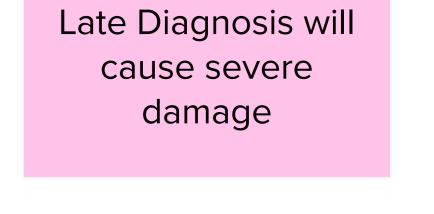
What steps does a typical person find frustrating, confusing, angering,













Areas of opportunity

What have others suggested?

