

# Project Design Phase - 2

## Customer Journey Map

Date	08-10-2022
Team ID	PNT2022TNID34317
Project Name	Personal Assistant For Senior Who Are Self Reliant
Maximum Marks	4 Marks

### User journey

by the Design Team of Assistant to Interactive NL

People  
2-9

Time  
30 min

Difficulty  
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [Learn more](#)

<b>1 Phases</b> High-level steps your user needs to accomplish from start to finish	The user wants to install the application	They need to set time of the day to take medicine	They will notify by the scheduled time	The user will hear the medicine name when the device speak
<b>2 Steps</b> Detailed actions your user has to perform	Open the medicine reminder application, Add a Medication, start to type in the name of medicine You Can Also Choose Specific Days of the Week or Frequency of Medication as Needed	If You Need to Take the Medicine Multiple Times a Day, You can Choose it You can Choose the Shape of the Medicine and add an Alternative Display Name and Note Finally, you can Choose the Color of the Medicine and add an Alternative Display Name and Note	Once its added, you will see Medications listed in the medicine reminder application you can add missed doses and record a previously taken one. If you are finished with a medication and no longer need to take it,	The web application will send the medicine name to the IoT device at the device time After getting the medicine name the device will speak out the medicine name speech Service to intimate the user to take the medicine.
<b>3 Feelings</b> What your user might be thinking and feeling at the moment	<div> <div> Easy installation and availability.  Feeling easy to use  Health information and the results were analyzed </div> <div> Sometimes installation is difficult  The users can face some difficulties  The wrong information may also be analyzed </div> </div>	<div> <div> Can customize the timing  It reduce the insecure of intaking medicine at right time  Can set the correct interval period to intake medicine. </div> <div> Sometimes the timing can change  They might feel insecure of right timing  May be time range can be missed. </div> </div>	<div> <div> The notification on right time  Can customize the notification sound  Clearly displays the Medicine name and the Quantities. </div> <div> Getting wrong Quantities and Medicine name.  Notifications can turned off or mute.  Delay in getting notification. </div> </div>	<div> <div> Voice in loud and able to hear.  Feeling that someone (caregiver) wants to help  Can alert us with voice where ever you go. </div> <div> voice might be low or unable to hear  Sometimes they will feel like Irritating  May be a disturbance in silent places(library). </div> </div>
<b>4 Pain points</b> Problems your user runs into	<div> <div>They couldn't organise the medicine properly to intake a right medicine</div> <div>They may afraid of the intaking false medicine</div> <div>It can cause side effort when they forget</div> </div>	<div> <div>The prescription may forget due to memory loss</div> <div>When No Medicine is Taken so no improvement in health</div> <div>Due to work pressure they can forget</div> </div>	<div> <div>Elder people forget to intake the medicine at right time</div> <div>Sometimes have heavy work so they can forget easily</div> <div>elderly people needs to depend on some one</div> </div>	<div> <div>Sometimes forget to intake their medicine at prescription time</div> <div>Due to memory loss</div> <div>Due to work stress he forget to medicine</div> </div>
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	<div> <div>Useful for elder peoples</div> <div>Useful for patients</div> <div>Helpful for elderly working peoples.</div> </div>	<div> <div>Correct time alert</div> <div>Customized timing</div> <div>Take care as a human at correct timing</div> </div>	<div> <div>Display with correct Medicine Name</div> <div>Displays the Quantities</div> <div>Intimate the Medicine Color</div> </div>	<div> <div>Clearly tell the medicine name.</div> <div>Tells the Quantities</div> <div>Customized voice</div> </div>

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Feedback 10/10/2022