Project Design Phase-II Customer Journey map

Date: 17 October 2022 Team ID: PNT2022TMID18098

Project Name: Visualizing and Predicting Heart Diseases with an Interactive Dashboard

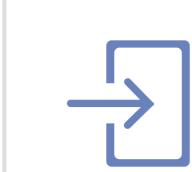
SCENARIO

Browsing, booking, attending, and rating a local city tour



How does someone initially become aware of this process?

Entice



Enter

What do people experience as they begin the process?



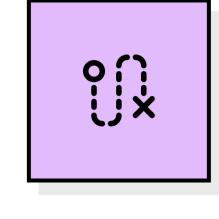
Engage

In the core moments in the process, what happens?



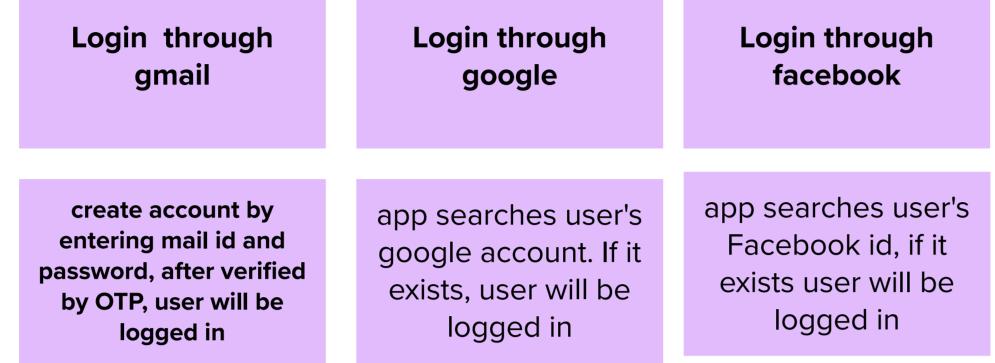
Exit

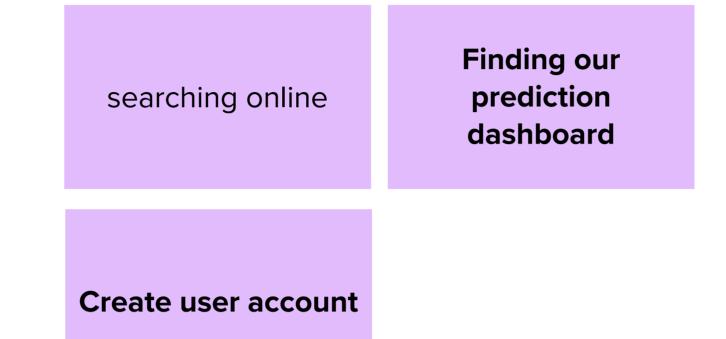
What do people typically experience as the process finishes?

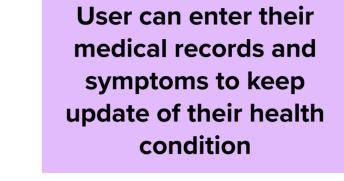


Steps

What does the person (or group) typically experience?







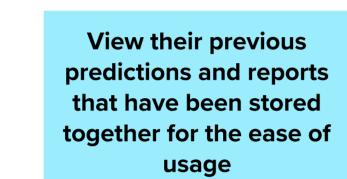


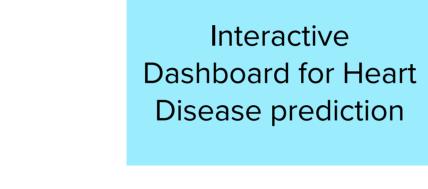


Interactions

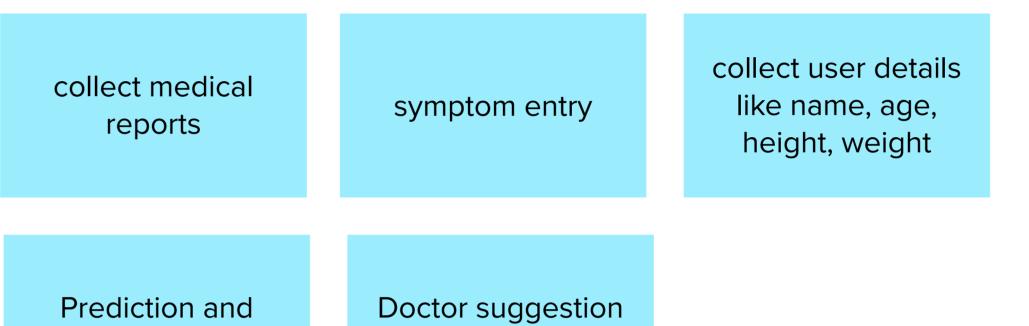
What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?





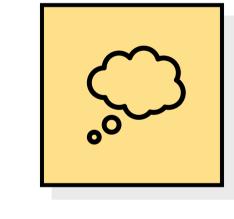
User information, medical background and other settings



and consultaion

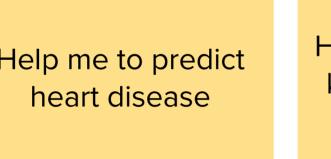


Suggestion box will pop out when exit



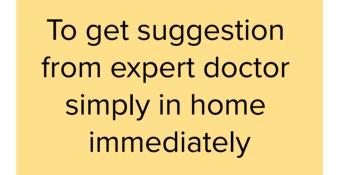
Goals & motivations

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



Help me to get clear knowledge of user health condition

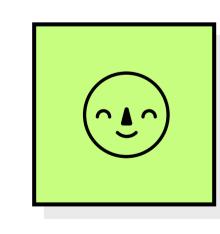
To get track of their heart condition day and night



Visulaization

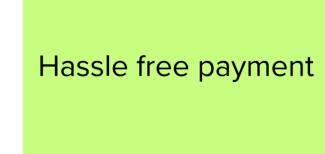
To get remedies and prescription to avoid disease

Maintain good health



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



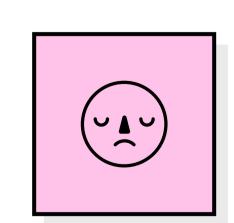
In home user can track their health

Immediate access to care anytime and anywhere

Daily remainder and

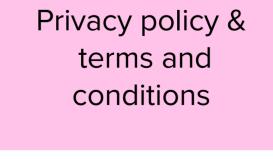
will be provided by app

improved prescription alerts user feel motivated when app provides adequate information



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



app with lot of bugs

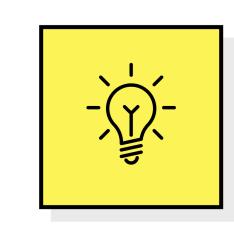
Poor network connection

inaccurate information

Frustration of user while diagnosed of

When the user realize health deterioration by data analytics

if app provides unreliable information users feel discontent



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?



Weekly medical analytics send via mail

and video instruction

User can view their previous reports that have been compiled together for the easy usage of use



calorie counte

Notifies hospital & risk

Sleep tracking

Medication practices

Social sharing

Staying informed about the diseases