

USER JOURNEY

Date	08 October 2022
Team ID	PNT2022TMID15823
Project Name	Visualizing And Predicting Heart Diseases With An Interactive Dash Board
Maximum Marks	4 Marks

User Journey:



Journey Steps
Which step of the experience are you describing?

Actions
What does the customer do? What information do they look for? What is their context?

Needs and Pains
What does the customer want to achieve or avoid?
Tip: Reduce ambiguity, e.g. by using the first person narrator.

Touchpoint
What part of the service do they interact with?

Customer Feeling
What is the customer feeling?
*Tip: Use the **emoji app** to express more emotions*

Backstage

Opportunities
What could we improve or introduce?



What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

To easily
predict the
heart disease

To easily
understand
the rootcause

More
effective way
of
visualisation

What can they finally avoid doing?

avoid using
other
applications

avoid the
waste of their
time

no way of
distraction
and
confusion

What changed in my environment?

A user
friendly
prediction
app

more
accurate
method

easily
understanda
ble way of
visualisation

mico