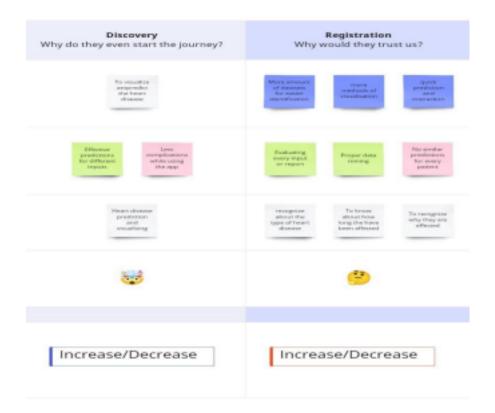
USER JOURNEY

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

