

Document an existing experience

Areas of opportunity

or service. In the **Steps** row, document the step-by-step process someone

As they did not see the notification they may not know weather the bed is available or not

Sometimes the people did nit see the notification so they cannot do the further process

typically experiences, then add detail to each of the other rows.

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.

Product School

Share template feedback

Analytics for Hospitals' Health-Care data Narrow your focus to a specific scenario or process within an existing product

Team members:

Speak with the patient and getting the feedback from them

Helping the patient based upon their query

Make a step by stem process to make the website simple and user friendly

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