

## Design Phase II - Customer Journey

Date	15 October 2022
Team ID	PNT2022TMID53144
Project Name	Project - Visualizing and Predicting Heart Diseases with an Interactive Dash Board
Maximum Marks	4 Marks

Journey Steps Which step of the experience are you describing?	Enter How do they discover?	Engage What happens in the core moments?	Exit What do people typically experience as the process finishes?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	Finding dashboard by searching dashboard	Visualize the information of prediction User gives their problems as input to prediction system. Reviews of the users about prediction system.	Easy to access and visualize the prediction
<b>Interactions</b> What interactions do they have at each step along the way?	Interactive dashboard for heart disease prediction. Disease prediction online.	Interaction with dashboard. View the results from interactive dashboard.	Menu to exit.
<b>Goals &amp; motivations</b> What is the primary goal or motivation at each step?	To check if user has a risk of heart disease.	Quick prediction for the given symptoms. Emotional support, empathy and respect.	Maintain good health. Awareness about heart diseases.
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>	Fear about health condition	User friendly environment.	Knowing health condition from home. Cost effective method.
<b>Backstage</b>			
<b>Opportunities</b> What could we improve or introduce?	Suggestion to avoid heart disease.	Healthy lifestyle recommendation	Incorporate new desired activities.