

Project Design Phase-II

Customer Journey

Date	17 October 2022
Team ID	PNT2022TMID22055
Project Name	Project - Early Detection of Chronical Kidney Disease using Machine Learning
Maximum Marks	4 Marks

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>User Interface</div> <div>It is user friendly, Minimal, and Easy to Access</div> <div>Administrator</div> <div>Create and Maintain the Application</div>	<div>Customer Health Details</div> <div>Customer needs to enter their Credentials</div>	<div>Prediction Page</div> <div>Customer will be moved to Prediction page where the Prediction will</div>	<div>Result</div> <div>Customer's Result will be shown</div>	<div>Awareness</div> <div>Customer will be getting some idea about his/her health</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div>■ People: Who do they see or talk to?</div> <div>■ Places: Where are they?</div> <div>■ Things: What digital touchpoints or physical objects would they use?</div>	<div>Need of user friendly application</div> <div>Whether prediction of app will be correct</div> <div>Expense tests are convenient to get reports</div> <div>Changes in self values</div> <div>Get one and costs of predictions</div>	<div>Customer needs to enter their necessary health details</div>	<div>The customer looks for the result</div> <div>Direct interactions with the user</div> <div>Application is user interactive</div>	<div>Depending on the application whether user can rate or not</div> <div>Direct interactions with the user</div> <div>Application is user interactive</div>	<div>Completion section of the profile page, the website, iOS app or Android app</div> <div>Recommendations, open across website, iOS app or Android app</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me see what they have to do</div> <div>Help me understand what the Prediction is all about</div> <div>Help me make sure I am affected or not</div>	<div>Help me feel good about prediction</div>	<div>Help me feel good about prediction</div> <div>Help me feel good about prediction</div> <div>Help me feel good about prediction</div> <div>Help me feel good about prediction</div>	<div>Help me feel good about the result and prediction</div> <div>Help me feel confident about what to do next, which one or more people in the prediction</div>	<div>Help me see what fun doing before</div> <div>Help me see what could be doing next</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Early detection of disease</div> <div>Flexible and cost effective application</div> <div>Detection can be done fast and accurate</div>	<div>Relevance about the result (There we go!)</div> <div>The results are interesting to be patient</div>	<div>People like looking back on their past data</div> <div>Excitement about the results (There we go!)</div>	<div>People like looking back on their past data</div>	<div>Report Analysis</div> <div>Changes in self values</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Low security of data</div> <div>I present with anxiety disorders</div> <div>Internal fear of getting personal future</div>	<div>People expressed uncertainty about having their prediction in a public place</div> <div>Customers report feeling nervous before</div>	<div>People describe having a review as an irrelevant process</div> <div>I present with anxiety disorders</div> <div>I present with anxiety disorders</div>	<div>Internal fear of getting result future</div>	<div>We have very low anxiety values</div> <div>People feel some pressure</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>If you don't follow they you get affected by Chronic Kidney Disease</div> <div>Make it easier to compare</div>	<div>How might we today enhance this?</div>	<div>Whether Artificial data will be accurate?</div> <div>How might we use the extensive data from each user both from other</div>	<div>Could we use AI to find different suggestions to see what changes we might suggest</div> <div>How might we use people's history and information they had in the past</div> <div>How might we use people's history and information they had in the past</div> <div>How might we use people's history and information they had in the past</div>	<div>How might we extend the prediction to the public long after the data is used?</div>