

## Project Design Phase-II Customer Journey Map

Date	02 November 2022
Team ID	PNT2022TMID31063
Project Name	Classification of Arrhythmia by Using Deep Learning with 2-D ECG Spectral Image Representation.

### Reference:

<https://app.mural.co/invitation/mural/nalaiyathirna0796/1665479485485?sender=ucd899164e34e40bfae7b2991&key=24e93a1a-f14a-4b89-93c5-e3b6234bbf7f>

### 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.

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**Document an existing experience**

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

	Enter	Engage	Exit	Extend
<b>Steps</b>				
<b>Interactions</b>				
<b>Goals &amp; motivations</b>				
<b>Positive moments</b>				
<b>Negative moments</b>				
<b>Areas of opportunity</b>				