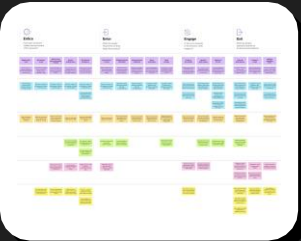


Customer experience journey map

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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





Need some inspiration? See a finished version of this template to kickstart your work. [Open example](#)



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.

Visualizing and Predicting Heart Diseases with an Interactive Dash Board

<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><div>People searched with Internet</div><div>Advertisements of Social media</div><div>Nowadays lot of people searched with internet if any prediction application</div><div>The persons while watching on social medias like, Google, Youtube, and etc.</div><div>There are lots of entice the person for our web application</div></div>		<div><div>Our application will compare results of affected person and normal person</div><div>Predicting the disease then most accurate results will provide</div></div>	<div>After using our application people, if disease is presented then go to consult the Doctors otherwise, we provide some medications</div>	<div>After completing the process the people are maybe share, like and comment our web application</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><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></div>	<div><div>[Interaction with a person Due to affected this disease our body is more burden to digestion</div><div>[Interaction in a place They can interact in a Hospitals, Home, etc...</div><div>[Interaction with a thing They can use some Smart Gadgets</div></div>	<div>PEOPLE : They use eco-friendly application</div> <div>PLACES : Our application suggest best medication and Hospitals</div> <div>Our application will provide most accurate results</div>	<div>Predict the peoples disease</div> <div>If result is positive then suggest hospitals</div> <div>People can check mobile phones</div>	<div>User friendly application</div> <div>Use application anytime, anywhere</div> <div>Easily predict an mobiles</div>	<div>Can make an advertisement of hospitals that have special treatment of Heart Disease</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>The primary motivation of heart disease affected person is Self Confidence</div> <div>Early prediction will help it to improve our health condition</div>	<div>Our goal is Collect the dataset then train a machine learning model to classify them. Most accurate result will be estimate</div>	<div>Provide our application</div> <div>Access the application</div> <div>Most Accurate result.</div>	<div>Due to improvement in accuracy of detection, user will trust the application and very helpful for doctors to treat the patients at earlier stage</div>	<div>Our main goal is provide the accurate result and some medications. They can attract use of again and again</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>The positive movement of Heart Disease the heart has an amazing ability to repair itself</div> <div>Our web application also designed help for persons</div>	<div>An application is developed where data about patients are recorded and suggest some medication if they have Heart Disease.</div>	<div>The positive point is our web application will definitely improve their life style</div>	<div>The easiest and smartest way of predicting at early stage will trigger them to use our web application</div>	<div>Early disease prediction will help in diagnosis and related treatment of the patients.</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>The negative movement of heart disease is unable to predict the starting stages of disease</div> <div>It is very difficult to Doctors</div> <div>Our more negative movement is our application must need for Blood test Report</div>	<div>The main problem is Doctors cannot diagnose on the basis of variations in best results.</div>	<div>Negative movements is, Access our web application must need internet</div>	<div>Discovering the existence of heartdisease at an early stage is a complex task forthe doctors</div>	<div>If lately predict will severe cause damage</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>Early prediction very help for doctors and it is also curable treatments</div> <div>Other suggestion is make on demo videos and advertisements</div>	<div>Due to bad habits of current generation will increase the possibility of Heart Disease</div>	<div>Our application we use any place say for example Home or Hospitals, etc.</div>	<div>Those who use mobile phones will always need our web application</div>	<div>Nowadays some people large amount of alcohol consumption heartdisease is arises</div>

