

Project Design Phase-II

Customer Journey

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Team ID	PNT2022TMID22079
Project Name	Virtual Eye - - Early Detection of Chronical Kidney Disease using Machine Learning

Customer Journey:

SCENARIO Browsing, booking, attending, and calling a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	User Interface It is user friendly, Modern and Easy to Access	Customer Health Details Customer want to purchase a subscription	Prediction Page Customer will be alerted to Potential Kidney disease Prediction page	Result Customer's Result will be shown	Awareness Customer receive getting some idea about further health
Interactions What interactions do they have at each step along the way? • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use?	Kind of user friendly application Whether professional and easy to use Examine tools are convenient to get reports Change in self-reliance Use pins and natural positions	Customer wants enter their necessary information	The customer looks for the result Direct interaction with the user Application is user interactive	Depending on the application whether they can achieve the result Direct interaction with the user Application is user interactive	Completion in which getting profile as the answer, the data in knowledge app Recommendation for other services, (E.g. app or service) app
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "help me avoid...")	Help me see what they have to do Help me understand what the information is all about Help me make sure I'm affected or not about	Help me find good about prediction	Help me find good about prediction Help me find good about prediction Help me find good about prediction	Help me find good about the prediction and to achieve the outcome Help me find good about the prediction and to achieve the outcome	Help me see what they have to do Help me see what could be doing best
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Easy access of disease People can use effective application Selection can be done fast and efficient	Customer want about the result The results are coming to the patient	People like looking back on their past data Development about the result Check the result	People like looking back on their past data	Report Analysis Changes in self-reliance
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Low variety of data Complex with many disorders Lack of professional advice	People want more about the prediction Customer expect better result	People dislike having a review as the prediction A person with anxiety disorders A person with anxiety disorders	Internal lack of confidence about the result	No more data for better data People feel poor prediction
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	If we can better fit the user affected by Chronic kidney disease More to make it complete	How might we make the prediction more accurate?	Whether prediction data will be accurate How might we make the prediction more accurate?	Check on different different language for the user (English, Hindi, etc.) How might we make the prediction more accurate? How might we make the prediction more accurate?	How might we make the prediction more accurate? How might we make the prediction more accurate?