

# Project Design Phase-II

## Customer Journey

Date	17 October 2022
Team ID	PNT2022TMID22079
Project Name	Virtual Eye - - Early Detection of Chronical Kidney Disease using Machine Learning

### Customer Journey:

<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 easy to view, Manage, and Easy to Access</div> <div>Administrator</div> <div>Create and Manage the Application</div>	<div>Customer Health Details</div> <div>Customer needs to enter their Coordinates</div>	<div>Prediction Page</div> <div>Customer will be redirected to Prediction page where the Prediction done</div>	<div>Result</div> <div>Customer's Result will be shown</div>	<div>Awareness</div> <div>Customer will be getting better idea about further 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>Expensive tests are conducted to get reports</div> <div>Changes in self reviews</div> <div>List pain and cause 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 interaction</div>	<div>Depending on the application whether user can visit or not</div> <div>Direct interactions with the user</div> <div>Application is user interaction</div>	<div>Completed section of the profile on the website, iOS app or Android app</div> <div>Recommendations open across website, iOS app or Android app</div>
<div>Goals &amp; 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 this issue is 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 my prediction and to help motivation</div> <div>Help me feel confident about stress and ease which can effective predict my prediction</div>	<div>Help me see what the disease before</div> <div>Help me see what I 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>Fun and cost-effective application</div> <div>Direction can be more fast and efficient</div>	<div>Excitement about the process ("Here we go!")</div> <div>The results are amazing/better perfect</div>	<div>People like looking back on their past data</div> <div>Excitement about the process ("Here we go!")</div>	<div>People like looking back on their past data</div>	<div>Report Analysis</div> <div>Changes in self reviews</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Low accuracy of data</div> <div>If prevent with anxiety disorders</div> <div>Emotional fear of getting viral future</div>	<div>People expressed discomfort about making their predictions in a public place</div> <div>Customers report feeling some fatigue</div>	<div>People describe having to know an anxious process</div> <div>If prevent with anxiety disorders</div> <div>If prevent with anxiety disorders</div>	<div>Worried of their self future</div>	<div>We find very low review rates</div> <div>People feel your prediction</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 this you get affected by Chronic kidney disease</div> <div>Make it easier to compare</div>	<div>How might we better elaborate the disease process?</div>	<div>Whether results of data will be correct?</div> <div>How might we encourage someone to go further to find out how their disease?</div>	<div>Could we all best different languages to give them changes in response rates?</div> <div>How might we help people understand and communicate their data better in the past?</div> <div>How might we help people understand and communicate their data better in the future?</div>	<div>How might we make the prediction more useful and more accurate in the future?</div>