



Customer experience journey map



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.

Project Design Phase-II Data Flow Diagram & User Stories

DATE	29-10-2022
TEAM ID	PNT2022TMID42603
PROJECT NAME	Personal Assistance for senior citizens who are self-reliant
MAXIMUM MARKS	4 Marks

Personal assistance for seniors who are self - reliant	 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?	Insight of how their emotional makeup influences patient care.	Searching the market for best product	Looking for the proper medicine reminder.	Browse the best products	User friendly for the customers	At the end the customer can follow proper medication	By this the user can get a proper medicine reminder	Setup and using is much easier	Monitoring can be improved	
 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?	At the hospital reception	By caretakers who looks after the patients	A smart medicine box	Maintaining patients details	Reminding the regular medicines to the patients	The Caretaker will be free from continuous monitoring	Reminder on intake of medicine is easy!	Once the Customer touched the notification ,the voice alert gets stopped		
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Solution for proper reminder of medicine at correct time	Begins with self care or patient care for regular consumption of medicines	They eat medicines at proper time	The caretaker takes complete care of patient	Atlast they find smart Medicare box	Consumption of medicine at appropriate time is done	With the help of proper intimation the notification is accessed			
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	User friendly reminder	Easy to adapt for the user	Easy to use in all enviroment	Notification at correct time via voice command	Alert through SMS	Reminds the medicine name at correct time	Notifies the medicine name by SMS	The medicine is taken at correct time	Health condition of the elder people is maintained	
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Hard for thr caretakers to monitor	User questions himself/herself that they can manage by themself	Difficult for the user to use Medicare app	Customers does not completely set the technical setup	User should keep the product near to them	User should be always in online	A smart medicare box with complex architecture only for Elder people	They are not aware of the notification of medicine	unaware of voice alert	
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The user should use the product without hesitation	Once the user started to use the product they should implement it without fail	The Database should be connected to the app	The implementation should be done through IBM watson	The user should be aware of internet connectivity	The web application should access the app and device	The IBM cloudant DB must keep track of the data	Once the device is activated it should automatically give reminder through audio	The user should know the exact usage of the product	The reach of the product can be achieved by adaptability

Reference link:

<https://app.mural.co/t/sridharanr2543/m/sridharanr2543/1667032246469/5d70775de4ebf9c8fe31a8b9c79fb4d0ad6e6020?sender=u7ee4ef2bc8279c756ef56351>