




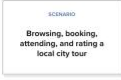








Project Design Phase-II

Customer Journey

Date	18 October 2022
Team ID	PNT2022TMID17480
Project Name	Early Detection of Chronic Kidney Disease using Machine Learning

Customer Journey:

	 Entice How does someone initially become aware of this process?	 Enter What do people experience so 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?
 Scenario Browsing, booking, attending, and rating a local city tour					
 Steps What does the person (or group) typically experience?	User Interface It's user friendly, intuitive, and easy to Access	Administrator Create and Maintain the Application	Customer Health Details Customer need to enter their Connection	Prediction Page Customer will be directed to Prediction page after the Prediction run	Result Customer's Result will be shown
 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?	Read of user friendly application Whether prediction of risk will be correct Expense tests are conducted to get reports Changes in self support User give and rate all predictions	Customer need to enter their necessary health details	The customer looks for the result Direct interaction with the user Application is user interactive	Understanding on the application interface user can use it or not Direct interaction with the user Application is user interactive	Completed version of the profile on the website, iOS app, or Android app Recommendations upon various activities, iOS app or Android 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 this have to do Help me understand what the function is all about Help me make most self-affiliated or not	Help me get great about prediction	Help me feel good about prediction Help me feel great about prediction Help me feel great about prediction	Help me feel good about my result Help me feel confident about what I've done and how much it's to prediction	Help me see what has done before Help me see what could be doing next
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Early detection of disease Flexible and user efficient application Detection can be done fast and efficient	Decision about the patient ("There we go") The results are coming to the perfect	People like looking back at their past data Excitement about the result ("There we go")	People like looking back at their past data	Report Analysis Changes in performance
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Low security of data It prevent with enemy diseases Inadequate level of getting about values	People expressed apprehensions about taking their prediction to search about Customer report being made false	People describe being a process as tedious process It prevent with enemy diseases It prevent with enemy diseases	Individual level of getting used to them	We have very low money rates People feel poor prediction
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	If you don't know this you get affected by Chronic Kidney Disease Make it easier to compare	How might we better address this apprehension this	Whether result of step will be secured How might we improve this process to make the results more precise?	Could we build and different designs to see what changes response rate? How might we improve this process to make the results more precise? How might we improve this process to make the results more precise?	How might we make the process more enjoyable? How might we make the process more enjoyable?