











**Project Design Phase-II**  
**Customer Journey Map**

Date	17 September 2022
Team ID	PNT2022TMID35538
Project Name	Project - Visualizing and Predicting Heart Diseases with an Interactive Dash Board

<div>SCENARIO</div> <p>Browsing, booking, attending, and rating a local city tour</p>	 <p><b>Entice</b></p> <p>How does someone initially become aware of this process?</p>	 <p><b>Enter</b></p> <p>What do people experience as they begin the process?</p>	 <p><b>Engage</b></p> <p>In the core moments in the process, what happens?</p>	 <p><b>Exit</b></p> <p>What do people typically experience as the process finishes?</p>
 <p><b>Steps</b></p> <p>What does the person (or group) typically experience?</p>	<div>Finding the application</div> <div>Create a user account</div> <div>Getting a basic idea about the UI of the dashboard</div>	<div>Input the problems as data to the dashboard</div> <div>Visualising the data</div>	<div>Machine Learning Algorithms</div> <div>Recommend diet chart</div> <div>Recommend healthy habits</div>	<div>Visualise data interactively</div>
 <p><b>Interactions</b></p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li>■ <b>People:</b> Who do they see or talk to?</li> <li>■ <b>Places:</b> Where are they?</li> <li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul>	<div>Uploading data</div> <div>See the dashboard</div>	<div>Visualise the dashboard</div> <div>View the results of the dashboard</div>	<div>Heart rate prediction</div>	
 <p><b>Goals &amp; motivations</b></p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div>Checks your heart diseases</div> <div>Checks for your health condition</div>	<div>Helps you interact better</div>	<div>Quick prediction of heart diseases</div> <div>Suggests diet</div>	<div>At the end, aims for your good health</div> <div>Reduces stress on a physical doctor</div>
 <p><b>Positive moments</b></p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div>Detailed information about heart diseases</div>	<div>Easy to access and visualise the prediction</div>	<div>No heart diseases predicted</div> <div>No health issues given</div>	<div>Food chart recommendation is not needed</div>
 <p><b>Negative moments</b></p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div>Knows about disease prediction</div> <div>Awareness on the outputs given</div>	<div>Enters data with heart diseases</div> <div>Bad health of user</div>	<div>Heart diseases predicted</div> <div>Doctor visit recommended</div>	<div>A strict diet is suggested</div>
 <p><b>Areas of opportunity</b></p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<div>Detailed awareness of the features of the app</div>	<div>Accepts more parameters of health data</div>	<div>Various more functions other than just one submit button</div> <div>Prediction of other diseases such as lungs and kidney</div>	<div>All diseases predicted</div> <div>Physical activity suggestions</div>