Help me see what I could be doing next Help from admin to use the application.



Customer journey map-Nutrition Assistant Application Team ID:PNT2022TMID42630

# Entice

**SCENARIO**

**Browsing, booking, attending , and rating a local city tour**

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 exper ience

as the process finishes?

# Extend

What happens after the experience is over?

## Steps

Choose the food which they have to take

Details in user‘s profile

Experience the application

Email reminder

Enter the web

View details of all food items

What does the person (or group) typically experience?

## Interactions

The admin can interact with the user using chat bot

User's email (software like Outlook or website like Gmail)

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The application should be of website, IOS appr opriate android app.

What inter actions do they have at each step along the way?

Register the application

**People:** Who do they see or talk to?

**Places:** Where are they?

**Things:** What digital touch points or physical objects would they use?

## Goals & motivations

Help me see what I could be doing next

Help the user to have a better experience with this application.

Help me that I chose my item’s then what can I do next.

User can get the help from the admin using chatbot.

Help from admin to use the application.

At each step, what is a person’s primary goal or motivation? (“Help me...”or “Help me avoid...”)

## Positive moments

May help you live longer

It can be available at any where and any time where

Easy to register

Easily available to the normal people

Help to maintain a healthy life style

What steps does a typical person find enjoyable, productive, fun, motivation, delightful, or exciting?

## Negative moments

Network issue

It cannot give appropriate result in some times

Can’t use this

application

frequently

Sometime get wrong

Only Assigned items by admin can view

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

## Areas of opportunity

How might we make each step wuise

User enter Details easily

Web application using easy

Flexible to use

Used by people affected by health

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User can be use in simple way

What have others suggested?

better ? What ideas do we have?