Team ID: **PNT2022TMID28411**

| | CUSTOMER BEHAVIORS | | | | | |
|---|---|---|---|---|---|---|
| **CUSTOMER BEHAVIORS** | Upload data | Filter data | View data | Analyze data | Edit data | Update data |
| **Touchpoints** | Customer can tell their Queries in Query by message | Customers can also use the help to understand the working of the dashboard | Customers can mail to the team while facing technical problems | | | |
| **Attitudes & Emotions** | Eye catching Presentation of the Dashboard makes pleasant view | To Access the dataset easily so customer may be stress free | Interactive Dashboards are used to make changes by customer anytime so it reduces frustation | Employee Helps the customer for understanding the dashboard using Help section | Customer can contact the Employee for issues in dashboard in Query | Employee and Customer can connect through the Interactive Dashboard |
| **Pain points** | People sometimes upload wrong data which leads to inefficient medication | Several people expressed information overload as they browse | People expressed a bit of fear to commit and upload data | Overload of data causes difficulty in finding appropriate data | | |
| **Solutions** | Automated uploading of data instead of manual uploading | Predict length of patient's stay based on symptoms | Predict the right medication based on previous data | Assure safety of data to patients | Sort data in a way as to reduce clustering of data | |