

# CUSTOMER JOURNEY MAP

STAGE

USER ENTRY

PREDICTING CKD

OUTPUT

INTERACTIONS

Enter the value  
of the  
features

Perform  
certain  
operations

User can see  
whether they  
have CKD  
or not

GOALS

Input the  
correct values  
in correct fields

Give the input  
to the model  
to predict

To check  
whether a  
person has CKD  
or not

POSITIVE COMMENTS

Easy  
user interface

quick  
result  
generation

Results are  
easy to  
understand

NEGATIVE COMMENTS

Needs various  
test results

time consuming

Result is not  
completely  
accurate