

PROJECT PLANNING PHASE - II

CUSTOMER JOURNEY MAP

New table

DATE	13/10/2022
TEAM ID	PNT2022TMID27324
PROBLEM STATEMENT	Early Detection of Chronic Diseases using machine learning

CUSTOMER JOURNEY MAP:

1.PHASES	USER ENTRY	ENTER DIAGNOSTIC DATA	PRODUCTION AND ANALYSIS	RESULT
2.STEPS	<div>OPEN THE PORTAL</div> <div>LOGIN USING THE CREDENTIALS</div> <div>IF NEW USER CREATE AN ACCOUNT</div>	<div>COLLECTING INFORMATION REGARDING CLINICAL DATA</div> <div>SENDING CLINICAL DATA AS INPUT</div>	<div>AFTER GIVING INPUT DATA</div> <div>DIAGNOSIS BASED ON GIVEN INPUT AND MEDICAL RECORD</div>	<div>AFTER THE SUCCESSFUL ANALYSIS</div> <div>EFFECTIVE AND EFFICIENT ANALYSIS TO THE PATIENT</div>
3.FEELING	<div>TO HAVE AN ACCURATE RESULT</div> <div>FEELS IRRITATED WHEN TOO MUCH OF QUESTIONS IS ASKED</div> <div>SIMPLE AND EFFICIENT INTERFACE</div> <div>IF ANY LAG PERISISTS IT CAUSE AN ISSUE</div>	<div>TO GET A PROPER PREDICTION</div> <div>MAY BE WORRIED BY GIVING FALSE INFORMATION</div>	<div>EAGER TO GET THE RESULT</div> <div>WORRIED ABOUT THE RESULT INCASE OF CKD</div>	<div>HAPPY WHEN RESULT OF CKD TEST IS NEGATIVE</div> <div>SAD WHEN THE RESULT OF CKD TEST IS POSITIVE</div>
4. PAIN POINTS	<div>WHEN THEY GET AUTHENTICATION ERRORS</div>	<div>TAKE LONG TIME DUE TO POOR CONNECTIVITY</div>	<div>CONSUME MORE TIME FOR ANALYSIS</div>	<div>WHETHER PREDICTION IS CORRECT OR NOT</div>
5.OPPURTUNITIES	<div>USER FRIENDLY</div>	<div>SIMPLE AND EASY ACCESS</div>	<div>EFFECTIVE AND IMMEDIATE RESPONSE</div>	<div>FAST AND ACCURATE PREDICTION</div>