PROJECT DESIGN PHASE-II
CUSTOMER JOURNEY MAP

DATE	04 OCTOBER 2022
TEAM ID	PNT2022TMID15358
PROJECT NAME	STATISTICAL MACHINE LEARNING APPROACHES TO LIVER DISEASE PREDICTION

Customer Journey Map

User journey

Phases	Undergo pre-diagnosis tests	Login to the web application	Input necessary details	Get diagnosis report
Steps	Visit nearest laboratories and take blood test	Login to Existing account or create new one	information gathering and appply those data	Get final analysis of data and take treatment accordingly
Feelings	building excitment,cost of effort	Confusion ,doubt in choice	Happy if the test is negative	Frustrated ,worried
Pain points	The infomation was not clear at first	Difficult to understand disease information confusing	Missed opportunity for initial treatment	Training was not clear self-directed traing
Opportunities	Complete knowledge about disease helps recover	Know about all the health and unhealth conditions	Decision depends on specialist and conditions of people	Make the people more comfortable and recover at ealier