Project Design Phase-2

CUSTOMER JOURNEY MAP

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Problem Statement	Early Detection of Chronic Diseases using machine learning

Customer Journey map

1.PHASES	USER ENTRY			ENTER DIAGNOSTIC DATA		PRODUCTION & ANALYSIS		RESULT	
2.STEPS	Open the portal	Login Using the Credentials	If new User Create an account	Collecting Information regarding clinical data	Sending clinical data as input	After giving input data	Diagnosis based on given input and medical record	After the Successful analysis	The result will be shown with effective and efficient analysis for the customer
3.FEELING		Wish to have an accurate result / feels irritated when too much of questions asking to them	Interface should be Simple and Efficient / If any lag persists it cause an issue	Happy to get a proper prediction	May Feel Feared by giving various disease information	Eager to get the result	Worried about the result incase of CKD	Happy when Result of CKD is Neagtive	sad & worried when CKD is Presents
4.PAIN POINTS		Whether they may get authentication error		Whether may take long time incase of poor Connectivity		It may consuming more time for analyzing		Whether the prediction is correct or not	
5.Opportunities		User Friendly		Simple and Easy access		Effective and immediate response		Fast and accurate Prediction	