PROJECT DESIGN PHASE-II

CUSTOMER JOURNEY MAP

DATE	31 OCTOBER 2022
TEAM ID	PNT2022TMID10811
PROJECT NAME	EARLY DETECTION OF CHRONIC KIDNEY DISEASE USING MACHINE LEARNING
MAXIMUM MARKS	2 MARKS



Engage

Arrive at Hospita

makes their way tothe

In the core moments in the process, what happens?



Exit

What do people typically experience as the process finishes?



Extend

What happens after the experience is over?



Location

guide and other people who have take the same checkup

Meet the Nurse

guide

Experience the Checkup

Leave the guide

The guide end the

checkup and

everyone heads their

Prompt for review

checkup finishes, an

email and in-app notification prompt the

Writing & submitting review

The user writes a review and gives the predicting CKD app star-rating out of 5

the user profile

Personalized recommendation

users who undergone predicting CKD informs them to meet our doctorfo further clarifications

Personalized other CKD related checkups

Direct interactions with the guide, and potentially with other members

The User looks for t guide, often from a distance as they walk closer

Some patients include interactions with other people or restaurant

Most common objects people interact with on checkup are chairs ,Beds etc.,

To some degree, this is communicating indirectly with the Nurse guide, who will see their review

Often takes place at the same place where the group met the guide, but not always

Depending on the

"Leave a review" modal window within the iOS app, or Android app

User and guide, tipping/cash may be involved

Customer's email (software like Outlook or website like email)

Completed experiences section of the profile on the website, iOS app, or Android app If other users interact with this person, they will see these completed checkup also

Recommendations span across website, iOS app, or Android app

Help me feel confiden about where to go and which one of these people is my guide

Help me feel good about my decisior to go on this checkup.

Help me leave the hospital with good feelings and no awkwardness

word about a great Prediction app and feedback for one that was not so good

Help me see what I've done before

Help me see what I could be doing next

so good that people are reassured when they meet their guide

hospital staffs treating patients, we have a 98% satisfaction rating

People generally leave hospitals feeling refreshed and inspired

We think people like because they have an extremely high engagement rate

about finding their guide in a hospital

People are unclea

Users report

People describe process

We have very low review rates (15% of people review experiences)