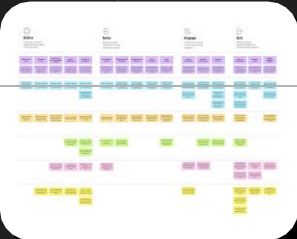# Customer Journey Map

Customer journey maps often expose pain points and opportunities for improvement in many other areas along the entire user journey – not just as it relates to software applications, but the process and overall customer service issues as well.

Created in partnership with

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Need some inspiration?
See a finished version of this template to kickstart your work.

TEAM ID : PNT2022TMID53545

Analytics for Hospitals Health-Care Data

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

	SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage 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?
Steps What does the person (or group) typically experience?		Through Social Media / Advertising	User Friendly Interface / Attractive Dashboard	Availability of Beds / Availability of Doctors / Availability of all payment option and medical cards	Relax for Status of Booking bed / Prompt for Review	Personalized Recommendation
Interactions What interactions do they have at each step along the way? **People:** Who do they see or talk to? **Places:** Where are they? **Things:** What digital touchpoints or physical objects would they use?		Visible of Dashboard / Dashboard will 24/7 available in working condition	Direct interact with nurse or medical staff	Diagnose their disease / Registered Patients are ready to take their bed	Predicting LOS accurately / Diagnose of disease / Prescription available at mail	Review of care / Changing mistakes based on feedback
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")		elp in analyse and give ideas about beds availability	Allot beds as per required	Providing Better Treatment	Result as healthy people	Satisfaction of Treatment and Bed allotment
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?		Easily Accessable / Simple and Unique	Visually Data can view by the customer / Can check the availability of beds / Customer can analyze based on data available on dashboard	Direct interaction is till now needed by customer / Predicating the available of beds	Unique Experience / Customer Satisfaction	Recognizing Opportunities for Growth
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?		More Information	Dashboard will be slow if continuously clicking same button / Difficulty for Aged patient	Human error may happen / Improper communication or care by health department staffs	Dis-satisfaction of customer due to error	Customer can take more insights
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?		should more information, provide simpler summary	Providing tips on how to use Dashboard / Uploading a video of how to use hospital dashboard	allotment of beds status are easy to understand	Treating equal to all	implementation of the feedback