

Document an existing experience

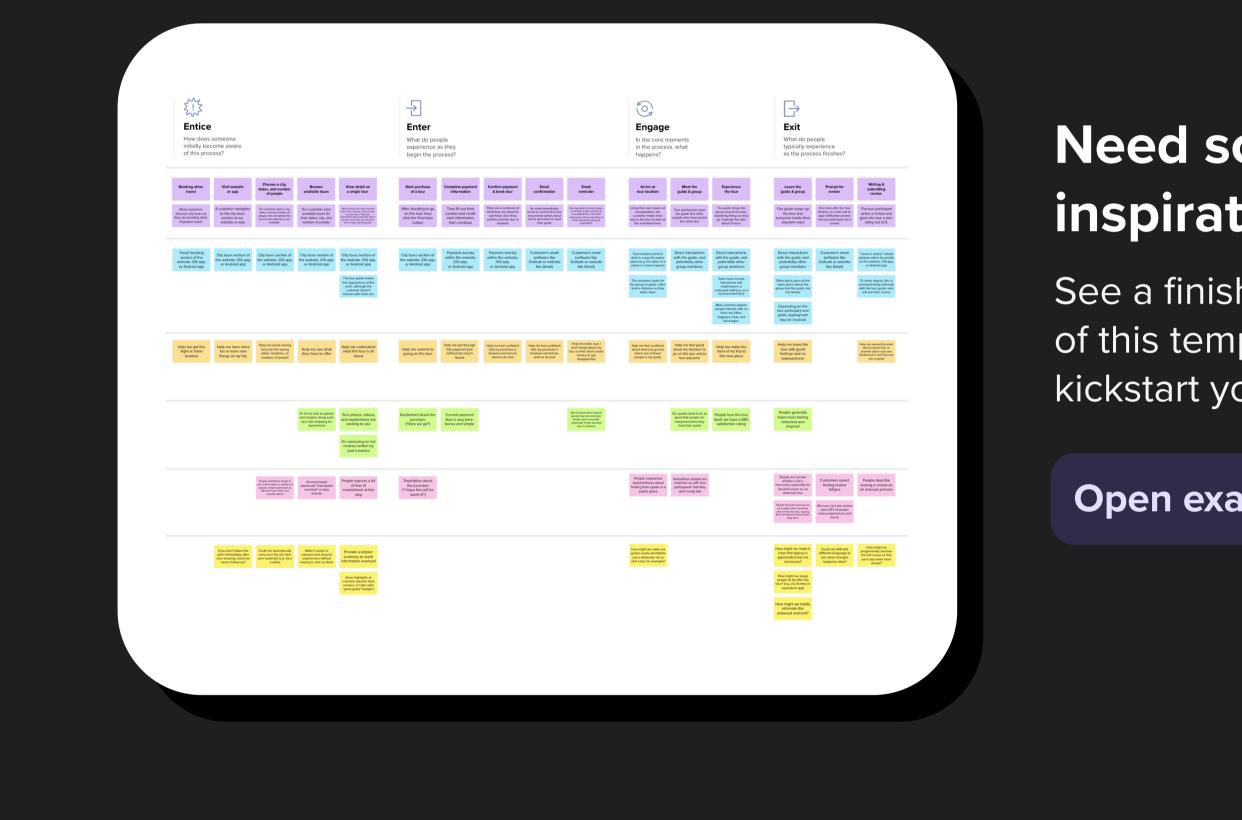
Narrow your focus to a specific scenario or process within an existing product

or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Customer experience journey map

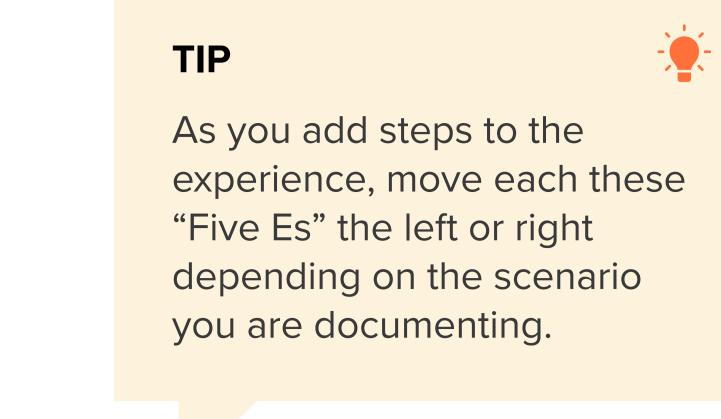
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Product School



VISUALIZING AND PREDICTING HEART DISEASES customer jouney map

Team ID: PNT2022TMID23446



| Browsing, booking, attending, and rating a local city tour | Entice How does someone initially become aware of this process? | Wha ⁻ expe | at do people erience as they | 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? | In this point, Patients/ Customers are seek educational content me educational content about their services tis could solve their problems. Customer are very goo educational content me they should be easil beware of organizatio with their products. | Organizations shouldn't aggressively push products on customers. | Customers should compare one organizations review to another one. Prospects in this phase may actively engage with brands they already consider. | They first engaging weigh on marketing terms as they continuously capture and nurture leads. They may have individuals may fill out a business's contact form or other conversion points lower in the sales funnel. They may have individuals may fill out a business's contact form or other conversion points lower in the sales funnel. People at this stage may existing a relationship between customers and sales process throughout the business. | This will increase the likelihood of a higher customer lifecycle value from repeat business. It is a way to recognize patient health by applying data mining and machine learning techniques on patient treatment history. | Prediction of cardiovascular disease is regarded as one of the most important subjects in the section of clinical data analysis. The amount of data in the healthcare industry is huge. |
| 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? | Places wh silent like places and g | ich are yoga gardens. | persons who are positive peoples | keep enjoying in games | avoid mobile phones in this situation | watching tv will not easily cure the problem |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid") | eating healthy | food | avoid junk food and eat raw vegetables | eat fruits which are helpful to heart | playing games like football and tennis . | keep follow the doctor prescription |
| Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | being with optimic people | stic | exercising | jogging and running | playing cricket | yoga and breathing exercises |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | avoid negative peoples | | keep yoiur mind relax and calm | if you are in anger state sometimes it leads to trauma | not eat the spicy or junk food | don't play video games |
| Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | related to probl statements and t some solution | em cook us | emotionally attached and they remember how they remember how they remember how they feel when they use in a production service | capture the reviews of the customer | motivate with your cured patients | with the predicting ability you can solve all the problems. |