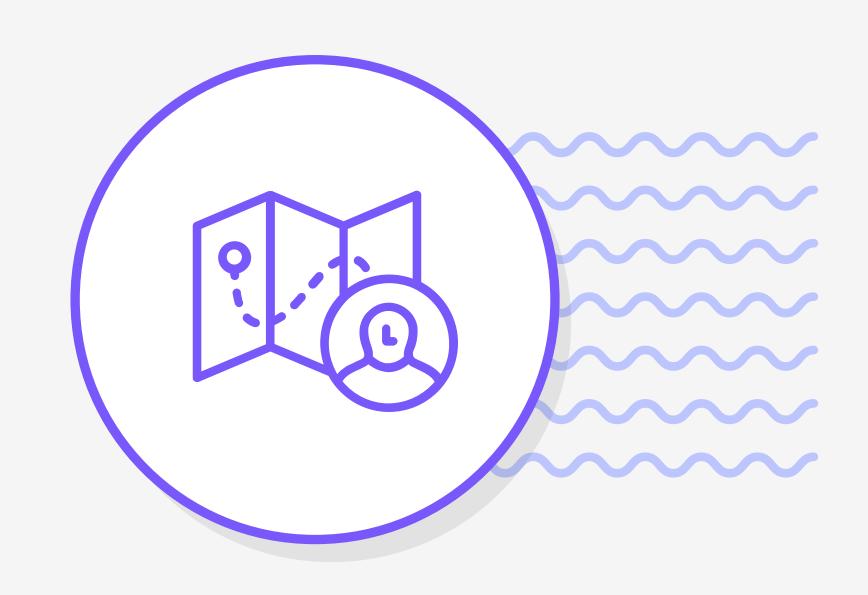
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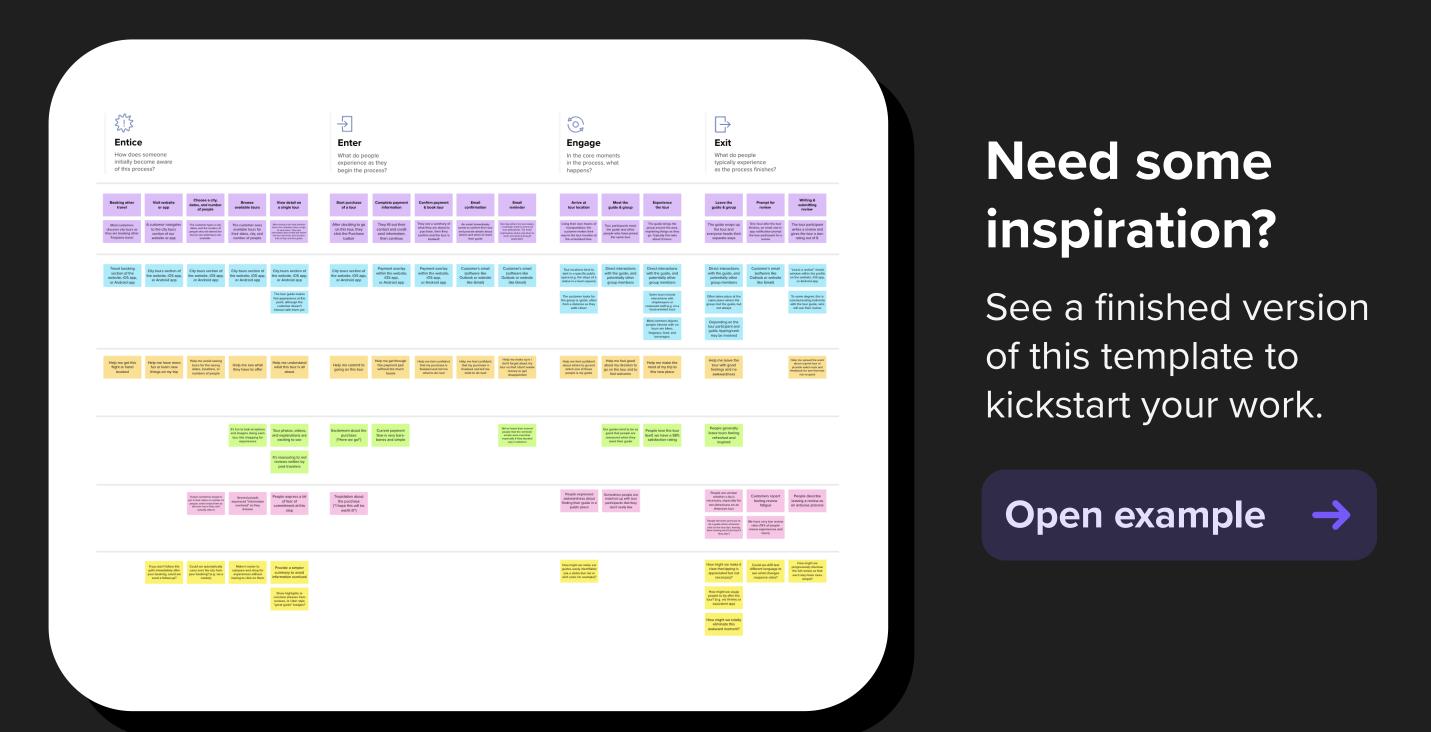
Customer experience journey map

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.

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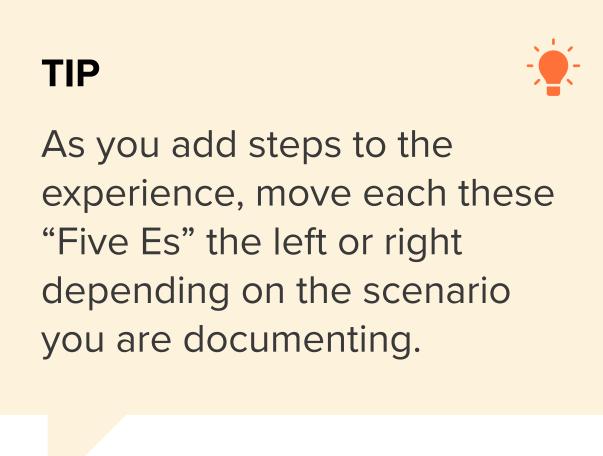
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Document an existing experience

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.



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?	Browse about the symptoms While browsing, the user can understand about the disease Visiting dermatologist in person Consumes less time and results will be satisfed for the patients.	Home page User Registration User login User login User successful registration user can login to the page using email and password.	Capture image Predict the images and detecting the disease User can either capture or upload the image of their skin from gallery. Get to know about the type of skin disease	Aware about skin disease Aware about skin disease Aware about skin disease skin disease	verifying the result with the dermatologist treatment
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?	Interact with some websites or E-mail, Chat box Interaction via internet Better to use the system than visiting the doctor	Reviewing the patient's medical details Easy process of login using email Help's to see Erythema related Contents	Getting suggestions and medication from doctor Al can be achieved by reading the behavior of humans and using the results to develop intelligent systems	Sharing positive thoughts of the system and give rating Sharing or reporting the issues of the system	Many suggestion through email after successful prediction
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Obtain accurate result while browsing for symptoms Increase Awareness	Follow the correct instructions and create the password It is easier to upload information you will get access to use the site	Al can be achieved by reading the behavior of humans and using the results to develop intelligent systems. Receive suggestions on home treatment	Helps to know want to do next If result come positive they may interact with experienced patient for further advice	Avoid giving false information about the system Complete treatment experiences section of the progfle on the website
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It reassures reading reviews by past patients	Feeling excited about quick replacement of bins. It is easier to upload information	Easy and effective treatment Less time consumption	feels good about the skin and the body after further treatment	Provide more frequent updates
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Symptoms may be detected wrong, due to some technical faults	Unaware of the system The user doesn't have surety about security of the site	Need descent more embarrassed and stressed	Low quality of image affects the detection process Takes much time due to poor network sometimes	Suspicious about the accuracy of the result and they may consult other health care profesional to conform the result
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Considering others negative reviews and make it better The image quality should be high	Personal details should be checked properly	Reducing the risk factory better model during the screening may disease give assurances predictions	If the detected disease is not Erythema, proper suggestions to be given	Suggesting a good opthalmologist for further treatment if they have tested positive for skin disease