

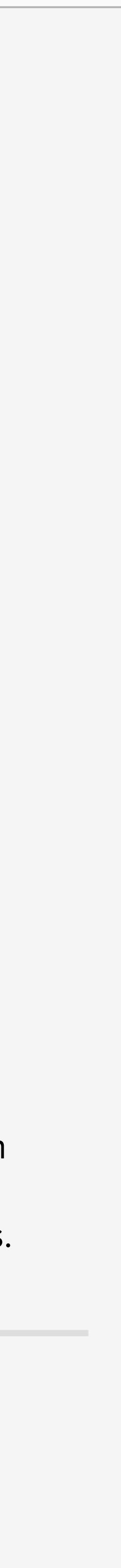
## Customer experience journey map

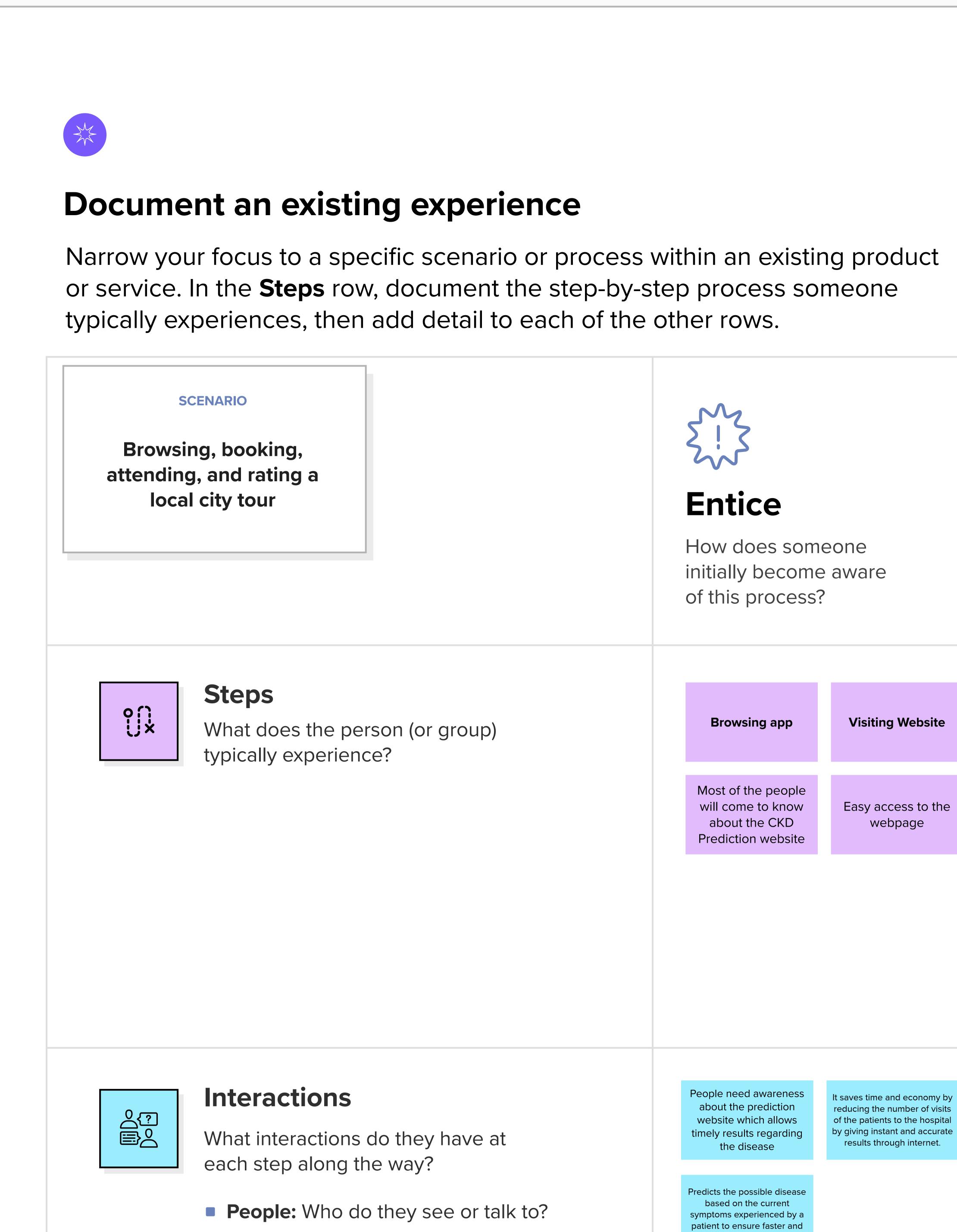
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Places: Where are they?

Goals & motivations

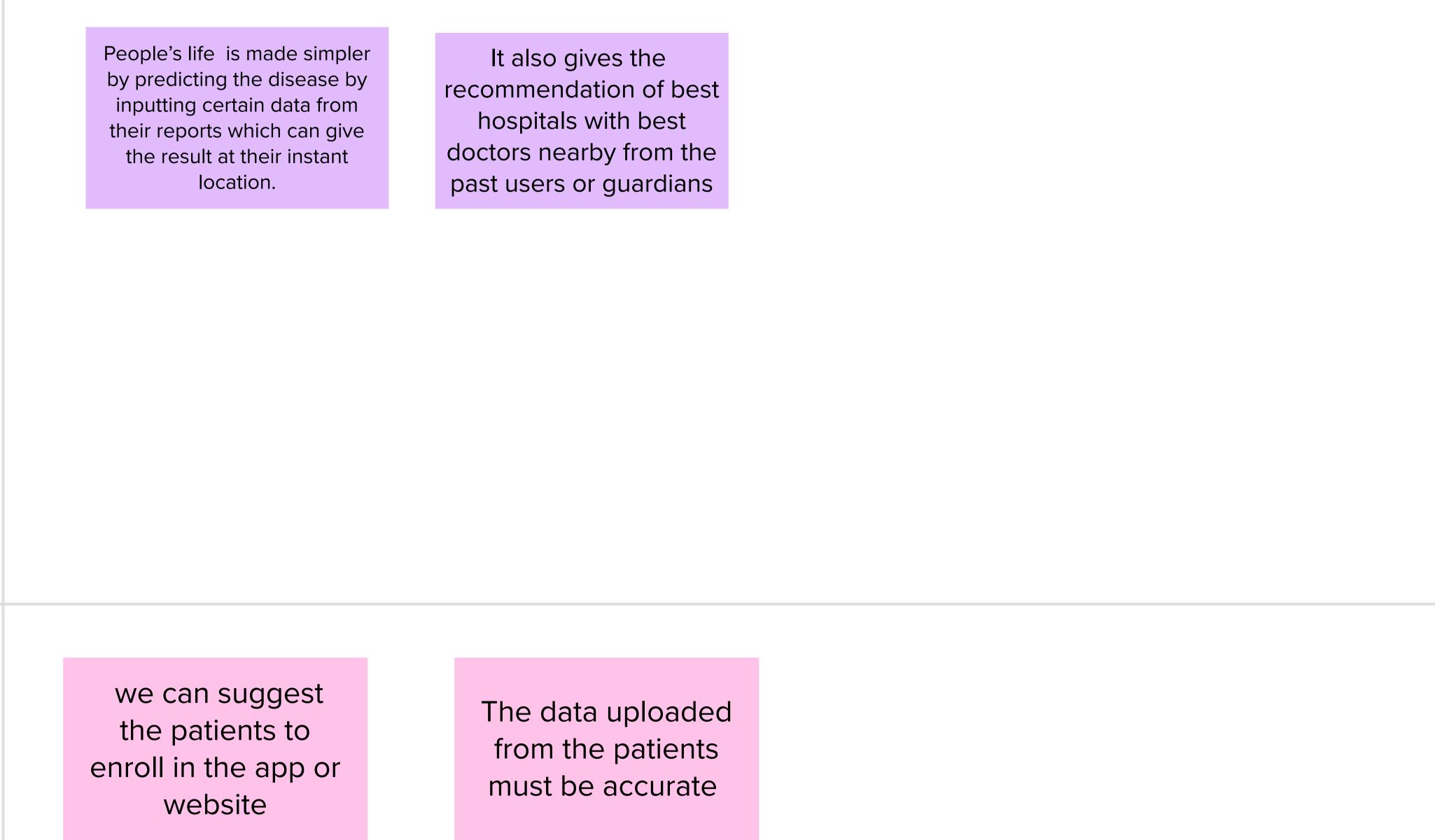
**Negative moments** 

At each step, what is a person's

("Help me..." or "Help me avoid...")

Things: What digital touchpoints or

physical objects would they use?



Best hospitals can

to the prediction.

Overloading of data in the web server may crash the sit which may lead to sever error or internet error which can be overcome with proper data base management.

While beginning the process the users may need some guide lines to use the application. So, this may be bit difficult for uneducated people.

What do people

The customer gets the results as soon

Medical record is

better and quicker diagnosis

A centralized database ensures that the medical data is preserved and there is transparency in the system.

experience as they

begin the process?



