Journey Steps	In search of a Reminder System			Entry Phase			Onboarding and Engagement Phase			Exit Phase		
Actions		In search of an effective Medicine Reminder system for elderly people		Create IBM Watson IoT Platform and device	Create a database in Cloudant DB to store the medicine details	Create a Node-RED service for creating web application	Using Text to speech converter for voice commands	Getting the reminder of medicines to be taken at the correct time.	Updation of Reminders in the Web application	The user gets notified of the medicines to be taken at correct time	The caretaker could know the status of the medicine intake through reports generated	User feels comfortable by using the reminder system through the web application
Requirement	User puts the pills in the pill box with labelled dates which is more complex	Forgets taking medicine and seeks the help of the caretaker	To remind users of the medicines to be taken at the correct time	To know about the medicines that are to be taken at the right time	To have the details of the medicines to be taken with their timings, at one place	Reminder system that makes the users to efficiently take in the medicines	Need of voice alerts that alerts users of the medicine intake at the right time	Reminder of medicine intake with correct timing and proper dosage	Need of a platform where all the required actions could be performed	Reports could be created to know the status of medicine intake of users	A message that could notify the users of the next upcoming medicine intake	Notify users if any stock of medicine is going to get over
Touchpoint		Search websites for products to store their pills			Patient app or portal	SMS or phone call reminders		Web based scheduling tools	24/7 in-app and online support		In-app medication refills or care referrals	Patient's website application
Customer Feeling		The customer feels confused, forgetful and stressed in not taking medicines on time	😣		Users get a right platform where they could store their medicine details	They could store medicine details along with the timing and dosage levels	🙂		Gets reminded of the medicines at the correct time and will not forget any medicine intake	😄		Feels healthier with proper intake of medicines at the right time	Caretakers feel it easy to know the status of the medicine intake through the reports 🎉