





## PROJECT DESIGN PHASE-II

### Customer/User Journey Map

Date	10 October 2022
Team ID	PNT2022TMID03893
Project Name	AI-POWERED NUTRITION ANALYZER FOR FITNESS ENTHUSIASTS
Maximum Marks	4 Marks

#### Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Details	Calculation	Suggestion	Notification
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	Age Height Weight	Calorie Protein Fibre	weight loss weight gain How to maintain health	Follow schedule Follow nutrition Maintain water level
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator,</i>	They know about their basic details Example: Height, Weight, Age and other medical issues	They know about their body calories They know about their body protein They know about their body fiber	Correct information for app Difficult in making diet Need correct suggestion	Notification on water level Make a scheduled nutrition for a day
<b>Touchpoint</b> What part of the service do they interact with?	chat bot Mail	Calculate daily food schedule Maintain nutrition level according to given details	Suggestion on food maintenance	Daily notification Based on given details
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	😊	👍	💖	😓
<b>Backstage</b>				
<b>Opportunities</b> What could we improve or introduce?	According to the user detail we are making	Correct calculation of		Daily notification
<b>Process ownership</b> Who is in the lead on this?	 User	 Admin	 Admin	 Admin 