

Liver Disease Prediction

Customer Journey Map

Liver Disease Prediction	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?	Skins and eyes appear yellowish Nausea/Vomiting Abdominal Pain and Swelling Chronic Fatigue	Blood Report Serum Bilirubin Test Serum Albumin Test Test Reports are collected and this forms the basis for our model	Model is acted on the features Model then predicts whether they have disease or not the data from the blood test.	If they don't have the disease, then they don't need to go any furthur If they have the disease, then they will be admitted to the hospital	Treatment of the patient according to the kind of liver disease
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?	A Trained person like a doctor will have access to the model He/she will have to login with correct credentials They interact through a web application that runs 24x7	They are shown an overlay to enter the data	Necessarily Fields are to be filled based on the tests conducted on the patient	The process finishes when the user has entered the details correctly.	They can download a report with recommendations for furthur purposes.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Goal is to conduct all the necessary test reports required by the model.	Make sure the reports are correct	Motivate the user by showing the accuracy of the model	Make the process as simple as possible.	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	A good accuracy of the model Very cost effective method	The user experience when handling the web app.	Quickness of the model in evaluating the data.	Hassle Free	The output that comes at the end of the process.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Data collection	Collecting data can take days or even week at times	Data needs to valid otherwise the model is of no use.		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Have a simplistic design so that the process can take very less time to get done	Consider what other features can be used for the model	Implement a way to collect user feedback	Show customer testimonials	