

Project Design Phase-II
Customer Journey



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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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.

<p>SCENARIO</p> <p>Browsing, booking, attending, and rating a local city tour</p>	<p>Entice</p> <p>How does someone initially become aware of this process?</p>
<p> Steps</p> <p>What does the person (or group) typically experience?</p>	<p>Searching through the Internet</p> <p>Most people first search through the Internet for solution</p> <p>Getting Suggestion</p> <p>Getting suggestion from friends, family and social media</p> <p>Symptoms</p> <p>Their body will react to the disease and the symptoms arise.</p>
<p> Interactions</p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<p>People know out website based on user experience or told by the sales</p> <p>Interacting via internet</p> <p>People scan disease and they know what disease they have</p>
<p> Goals & motivations</p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>The Goal is to provide better way for the people in search of good website about skin diseases</p> <p>The people's goal is to find a better site for their questions about skin problems</p>
<p> Positive moments</p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>apply pre-work cream before starting a work period</p> <p>apply conditioning cream after washing a hands</p>
<p> Negative moments</p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Sometimes there might be confusion of diseases</p> <p>They may get many suggestions from many websites and people</p>
<p> Areas of opportunity</p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Registration form</p>

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

<div>  </div> <div> <h3>Enter</h3> <p>What do people experience as they begin the process?</p> </div>	<div>  </div> <div> <h3>Engage</h3> <p>In the core moments in the process, what happens?</p> </div>
<div> <div>Getting ideas</div> <div>They can ask questions or doubts related to the disease and they can get an idea.</div> </div> <div> <div>Getting know about their disease</div> <div>By telling the symptoms or by searching through for their symptoms they can know what are diseases they have</div> </div> <div> <div>Ask questions</div> <div>They can ask questions related to their skin disease</div> </div>	<div> <div>Information about the skin diseases</div> <div>By getting some basic ideas about the disease and try to cure it</div> </div> <div> <div>By telling about our symptoms or by uploading the image</div> <div>By uploading the image of our skin it can give some solutions to cure it</div> </div> <div> <div>Ask questions and get an clear idea</div> <div>It will give answers to the questions asked about our skin diseases.</div> </div>
<div> <div>We guide the users by giving the description</div> <div>If they not understand means we provide the video demo also how the app working</div> </div>	<div> <div>First you have to scan the image where you have the wounds</div> <div>The scanned images detect disease with help of the already trained data set</div> </div>
<div> <div>Information provided should be clear and best</div> <div>Should match Doctor's Opinion</div> </div>	<div> <div>Should be Highly useful</div> <div>Should be correct</div> <div>Predictions results must be perfect</div> </div>
<div> <div>Hold in fluid and prevent dehydration</div> <div>Stabilize your body temperature</div> </div>	<div> <div>Synthesis Vitamin Din response to sun exposure</div> <div>Control stress and Exercise regularly</div> </div>
<div> <div>It may lead to demerit if skin disease is not correctly predicted</div> <div>No belief in apps or websites</div> </div>	<div> <div>accurate detection might happen.This may lead to fear</div> <div>Fear of detection using apps or websites</div> </div>
<div> <div>Identify the skin disease with the image of our skin</div> </div>	<div> <div>Tell us about the type of the disease</div> </div>

