Customer experience journey map

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.

Project Design Phase-II
Data Flow Diagram & User Stories

Date	8 October 2022
Team ID	PNT2022TMID18885
Project Name	Project - Personal Assistance for Seniors Who Are Self-Reliant
Maximum Marks	4 Marks

Personal assistance for seniors who are self - reliant

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps — What does the person (or group) typically experience?	Insight of how their emotional makeup influences patient care.	Searching the market for best product / Looking for the proper medicine reminder.	Browse the best products / User friendly for the customers	At the end the customer can follow proper medication / By this the user can get a proper medicine reminder	Setup and using is much easier / Monitoring can be improved
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?	At the hospital reception / By caretakers who looks after the patients	A smart medicine box	Maintaining patients details / Reminding the regular medicines to the patients	The Caretaker will be free from continuous monitoring	Reminder on intake of medicne is easyi / Once the Customer touched the notification , the voice alert gets stopped
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Solution for proper reminder of medicine at correct time	Begins wth self care or patient care for regular consumption of medicinei	They eat medicines at proper time / The caretaker takes complete care of patient	Atlast they find smart Medcare box	Consumption of medicine at appropriate time is done / With the help of proper intimation the notification is accesed
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	User friendly reminder / Easy to adapt for the user	Easy to use in all enviroment	Notification at correct time via voice command / Alert through SMS	Reminds the medicine name at correct time / Notifies the medicine name by SMS	The medicine is taken at correct time / Health condition of the elder people is maintained
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Hard for thr caretakers to monitor / User questions himself/herself that they can manage by themself	Difficult for the user to use Medcare app / Customers does not completely set the technical setup	User should keep the product near to them / User should be always in online	A smart medcare box with complex architecture only for Elder people	They are not aware of the notification of medicine / unaware of voice alert
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	The user should use the product without hesitation / Once the user started to use the product they should implement it without fail	The Database should be connected to the app / The implementation should be done through IBM watson	The user should be aware of internet connectivity / The web application should access the app and device	The IBM cloudant DB must keep track of the data / Once the device is activated it should automatically give reminder through audio	The user should know the exact usage of the product / The reach of the product can be achieved by adaptability