

## PROJECT DESIGN PHASE - II

### CUSTOMER JOURNEY MAP :

Date	16 October 2022
Team ID	PNT2022TMID21451
Project Name	Personal Assistance for Seniors Who Are Self-Reliant
Maximum Marks	4 Marks

# Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

MEDICINE REMINDER	ENTICE	ENTER	ENGAGE		EXIT
STEPS	<p>Their insight into how their emotional makeup influences patient care.</p>	<p>Searching best Product on Market</p>	<p>Browsing the Best Product</p>	<p>Suitable for the customer Point of views</p>	<p>At the end the our customer Follow Proper Medication</p>
INTERACTION	<p>At the hospital</p> <p>ByCaretakers</p>	<p>A Smart Medicine Box</p>	<p>Managing Patirnts Prescription</p>	<p>Reminding About the Insulin</p>	<p>Caretaker Free from 24/7 monitoring</p>
GOALS	<p>Solution For Proper medication Reminder</p>	<p>It Begins with the self care or patient care to take medicines regularly on time</p>	<p>They take the medication on time</p>	<p>The caretaker Takes care of Patient</p>	<p>At the End They find Smart Medicine Box</p>
POSITIVE MOMENTS	<p>Public Suggestions</p>	<p>User Friendly App Environment</p>	<p>Proper Notification Via Voice Command</p>	<p>App Notification to Caretaker</p>	<p>It Regularly Reminds the Medication Times</p>
NEGATIVE MOMENTS	<p>Hard To Find The Best Smart Medicine Box in the Market</p>	<p>Difficult to operate the Medic app</p>	<p>The user Should Keep the Product near to them</p>	<p>Always Will should be in on condition online</p>	<p>A Smart Medicine box with Complex Architecture Only fit Elderly people's</p>