Project Phase- II

Customer Journey

Date	06 OCTOBER 2022
Team ID	PNT2022TMID01033
Project Name	Classification Of Arrhythmia By Using Deep Learning With 2-D ECG Spectral Image Representation
Maximum marks	4 marks

SCENARIO
Browsing, booking, attending, and rating a local city tour

Classification of Arrhythmia based on ECG

Fill in the set of right depending on the scenario you are documenting.

	Entice	Enter	Engage	Exit	Extend
		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?

Entice	Enter	Engage	Exit	Extend
Through family and friends; through the social awareness; Social Media and news papers; Websites — Patient who uses the app and got better experience; By contacting the campaign among public and in the hospitals; By issuing the pamphlets and advertising; searching through the internet	Get App; Upload the details; Home page; Image uploading — Downloading the app and login through users mail ID; Fill up the details as required for the further processes; document details of the patient; Uploading the image of the patients ECG reports	Model experience; Process Result — Experience about the model and friendly merging patient input condition	Patient are image and appropriate result for the usage of model; Confidence can be used; Prompt for feedback	Screened Patients details of their reports are updated in the user respective data; For the further improvement of the system suggestions are given

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?

Entice	Enter	Engage	Exit	Extend
	patient are supposed to be in the hospital while undergoing diagnosis which is done by the technician; Users may interact with the patients for whom the diseases are diagnosed for.; Through the registered website by Query	The doctor/lab technician interacts with the computer device classifying the disease by providing it with the ECG image.; They use ECG machines, Ambulatory monitors, Echocardiogram, and cardiac catheterization as physical object.	The patients has to be provided with the feature of sharing or downloading the results.; Result as to be saved in the application by default	It should be compatible for the further invented devices or OS; Easy upgraded and combined with other apps

Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Entice	Enter	Engage	Exit	Extend
Help me with the detail description about the apps Procedure; Help me with the less memory storage; Help me to avoid costly procedures	Help me to access app application easily; Help me in providing the ECG for the classification process; Help me in solving all query; help me in the verification process for accessing	Help me in providing better privacy and security of patient reports; Help me in providing better accuracy; Help me in avoiding denial of services	Help me in providing the feedback, so that it can benefit the other customers as well; Help in providing the assurance at the time of wait for recovering the database of patients even at the time of catastrophe	Help me in large scale integration; Help me in avoiding the copy of the code or backend process

Positive Moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Entice	Enter	Engage	Exit	Extend
When all benefits if the patients are met; Easy access to all users	Early report!!! Early precautions!!!; Avoids waiting for Doctor's concerns	Quick results and less time consuming process of classification; With accurate and satisfied analysis	with rating the app; Through positive feedback about the app	As this app is universal, it connects different hospitals and users through a common platform.; POSITIVITY

Negative Moments

Entice	Enter	Engage	Exit	Extend
There is a chance of occurrence of Denial of service or server Breakdown when accessed by more "n" users; some of the needs has to be met which can't be affordable by all the patients.	The Customer might fear about the app security, authentication etc...; uneducated people might face difficulties with the User Interface of the application which inturn leads to frustration.	The customer might fear about the report accuracy; As time consumption depends on device capabilities alternative measures must be taken for providing instant results	If the process is complex then there is a chance of user getting frustrated; The user has to start over if he or she by mistake exited from the app	As all the results are stored in the common platform or server, the security threat might be a problem

Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?

Entice	Enter	Engage	Exit	Extend
Advertise about the app to make people aware of it; Assuring that the app is truly legal	To make the process familiarize to the user, it is better to give some video tips at the time of entry; Providing suggestion that are simple and unambiguous to avoid confusion	Security problem can be avoided by using advanced techniques like Cryptography; Make the app Decentralized by having the copy of the database to be stored in some other server; Like Blockchain; So that user can get chance to store some portions and he should get loaded	Making use of virtual cache in order to store Ongoing process; By virtually pre dividing the resources required for the app, parallelism can be achieved	If any changes has to be made in the server database, notification has to be sent to the specific user; OPPORTUNITY