

PROJECT TITLE: Analytics For Hospitals Health-Care Data

Document an existing experience

What have others suggested?

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.

Team Members Jeswin W Jeya Ganesh A V Rahul Hariesh B Sanjaykumar S

Dashboard interacts

with existing data to

add new data

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.

Created in partnership with

Product School









