



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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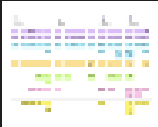


Document an existing experience

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.

Project-Nutrition Assistant Application Team ID : PNT2022TMID36715

<div>Scenario Browsing, booking, attending, and rating a local city tour</div>	<div>Entice How does someone initially become aware of this process?</div>	<div>Enter What do people experience as they begin the process?</div>	<div>Engage In the core moments in the process, what happens?</div>	<div>Exit What do people typically experience as the process finishes?</div>	<div>Extend What happens after the experience is over?</div>
<div>Steps What does the person (or group) typically experience?</div> <div><div>People can maintain their schedule</div><div>Maintaining users calorie value</div><div>Customer can able to keep track of their diet</div></div>	<div><div>user can interact with trainer</div><div>user can interact with dietitian</div><div>user can interact with bot</div></div>	<div><div>Before design user can easily interact</div><div>Wellstructured</div></div>	<div><div>Enter their details</div><div>Upload image</div><div>View result</div></div>	<div><div>View their calorie value</div></div>	<div><div>Maintaining users diet</div></div>
<div>Interactions What interactions do they have at each step along the way?<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?</div>	<div><div>user can interact with trainer</div><div>user can interact with dietitian</div><div>user can interact with bot</div></div>	<div><div>Interact with web application</div><div>Interacting with login and registration page</div></div>	<div><div>Customers will engage with the software</div></div>	<div><div>People interact with the web application and get the valid result</div></div>	<div><div>Customers will follow the diet and lead a healthy life</div></div>
<div>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>To avoid eating of junk foods</div><div>To avoid the variety of diseases</div><div>Help the user to eat nutritional content food</div></div>	<div><div>Help the user maintain the diet</div><div>Helps to get an idea of daily food consumption</div></div>	<div><div>Help the user to know the calories count in food</div><div>Give proper diet suggestions</div></div>	<div><div>Help me get an idea of my daily food consumption</div><div>Give proper diet suggestions</div></div>	<div><div>Help customers to assist how much calories they intake on daily basis</div></div>
<div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>Customer feels happy if his maintains a healthy diet</div><div>Customer feel more interested if they interact with other users</div></div>	<div><div>Customers enjoy the simple and systematic user interface</div><div>Customer get motivated if he feel changes in their body</div></div>	<div><div>User can get proper diet</div><div>If the customer eat low calorie food they are get motivated</div></div>	<div><div>He enjoys the changes in his lifestyle</div><div>Customer get motivated if he feel changes in their body</div></div>	<div><div>Customer feels delightful when he is better with his physic.</div></div>
<div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>user feel unhappy if the trainer not response</div><div>Customer feels disappointed if it not much interactive</div><div>They get disappointed the user body condition remain same</div></div>	<div><div>Customers get unsatisfied if they get wrong diet</div><div>Customers gets confused and frustrated if the user interface is not simple</div></div>	<div><div>If the calorie values are not accurate user get unsatisfied</div><div>They feel bored if they get the same recipes</div></div>	<div><div>Customers get unsatisfied if they get wrong diet suggestions</div><div>Customers gets confused and frustrated if the user interface is not simple</div></div>	<div><div>Customers gets confused and frustrated if the user interface is not simple</div></div>
<div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Detect the food that have nutritional content or not</div><div>Easy accessibility to all users</div></div>	<div><div>Identifying the calories percentage in food</div><div>Simple user friendly interface</div></div>	<div><div>Correct estimation of calories</div><div>Can get recipe</div></div>	<div><div>Balanced diet plan</div><div>Customizable meal plan for an individual</div></div>	<div><div>Suggest proper exercise to reduce weight</div></div>



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