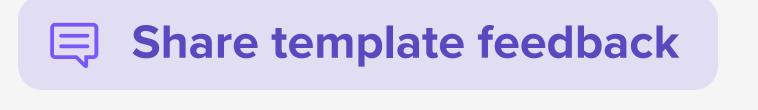


Customer experience Journey map

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.







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 Diagrams & User Stories

29-10-2022 PNT2022TMID15069 TEAM ID PROJECT NAME Personal Assistance for Seniors who are Self-Reliant MAXIMUM MARKS 4 Marks

Personal Assistance For Seniors Who Are Self-Reliant	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	setting up the device(initial setup) Wisit the application Many customers discover Medicine Reminder as they are in search of a trusted service Service Navigates to the services offered section of the app their needs Wiew the multiple services available Get to know the various services available that satisfy their needs	Installation and signup Add necessary information Confirmation After deciding to try the service, they install the application and finish their signup Add necessary Confirmation Include all the related information about their medicines to be taken and timings Confirm that they have started the process for the details they have provided	Begin the usage Experience the app service The customer starts to use the app as per the information he has provided in it Experience the app services across flexible services according to the timings and needs stated by the user	Finish their experience for the day The user finishes the experience for the day and the app gets ready for the next day Finish their Review Review Submit a review regarding the experience and suggest any improvements if any	User data in profile Personalized improvements The user's information collected through the device will be displayed in the dashboard and updated everytime Personalized improvements As per the review and details given by the user, each user gets to have his own space
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?	Recommendations in their browser or through a friend Browse section of the application Browse section of the application the application	Account creation page Providing the details required Email or mobile number	Interact with their own personal assistant doctor consultations is necessary	After proper analysis info setup will come to end. successful completion of proper details.	App setup will come to end. Device will be ready to use.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me get this device setup Help me get full use of this device.	Help me get through the subscription process. Help me get through the subscription the full info.	Help me feel confident in using the device. Help me feel good about using this device	Help me to find less stress while using this device. Help me for marketing for this device.	Help me see what i have done before. Help me see what i could be doing next.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Its fun to look up for more additional and interesting features. Its fun to explore the device.	Current payment fow is very barebones and simple Excitement about the purchase.	We've heard from several people that the reminder emails were essential	Our guides tend to be so good that people are reassured when they meet their needs. People generally leave tours of device feeling refreshed and inspired	People like looking back on their past mistakes. We think people like these recommendations because they have an extremely high engagement rate
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It may be challenging to protect older indviduals in emergency situations. Hard to find the best smart medicine box in the market. Hard for caretakers to monitor.	Might be a risk to save them when low blood pressure occur accidentally. Difficult to operate the medical app. occur accidentally. Customers do not completely setup the technical stuff.	User must keep the product always near to them User must be online all the time.	when all safety measures fail results in complete loos of income.	No system can adequately protect them from protecting senior citizens. Unaware of voice alert.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	have deep analysis about place and climate to monitor the heat rate. The user should use the product without hesitation.	The database should be connected to the app. The implementation should be done through Watson.	The web application should access the web and device The user should be aware of connectivity.	The IBM cloudant must keep track of data	The reach of the product can be achieved by adaptability. The user should know the exact usage of the product





