

Project Design Phase-II Customer Journey Map

Date	17 October 2022
Team ID	PNT2022TMID14702
Project Name	Classification of Arrhythmia by Using Deep Learning with 2-D ECG Spectral Image Representation.

Reference:

<https://app.mural.co/invitation/mural/nalaiyathirna0796/1665479485485?sender=ucd899164e34e40bfae7b2991&key=24e93a1a-f14a-4b89-93c5-e3b6234bbf7f>

Template

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.

Create a journey map with Product School

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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.

TIP
As you add steps to the experience, document any other relevant details that might impact the user's experience.

Scenario Running, looking, listening, and using a local radio	Entice How does someone go from becoming aware of the process?	Enter What do people experience as they enter the process?	Engage What do people experience as they engage with the process?	Exit What do people experience as they exit the process?	Extend What happens after the experience is over?
<p>Steps What does the person do next? (usually sequential)</p> <p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>
<p>Interactions What interactions do they have with each other along the way?</p> <ul style="list-style-type: none"> People who are running People who are listening People who are using 	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>
<p>Goals & motivations What are they trying to achieve? (e.g., "I want to be healthy")</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>
<p>Positive moments What moments does a typical person find enjoyable, satisfying, or useful?</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>
<p>Negative moments What moments does a typical person find frustrating, annoying, or inconvenient?</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>
<p>Areas of opportunity What might we do to make this experience better? (e.g., "I want to be healthy")</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>	<p>1. Run 2. Listen 3. Use</p>