Project Design Phase ll

Customer Journey Map

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Team ID	PNT2022TMID16827
Project Name	Visualizing and Predicting Heart Disease with an Interactive Dash Board

Customer Journey Map:

The customer journey map is a visual representation of the steps a customer takes to complete a specific action, such as signing up for a product trial or subscribing to a news letter.The more steps involved to complete the specificaction, the more detailed the customer journey map will be.

Experience Map

	Enter	Engage	Exit
	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?

Steps
What does the person (or group) typically experience?

Enter	Engage	Exit
By searching through online	Visualize the information of prediction	Easy to access and visualize the prediction
Finding our prediction dashboard	User gives their problems as their input to prediction system	
Create User Account	Reviews of the users about prediction system	

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?

Enter	Engage	Exit
Interactive Dashboard for Heart Disease prediction	Interaction with Dashboard	
Disease Prediction at online	View the results from interactive dashboard	

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

Enter	Engage	Exit
Help me to check whether i have heart disease or not	Quick prediction for the given symptoms	Maintain Good health
Help me to get awarness about my health condition	Emotional support, empathy and respect	Awareness about heart diseases

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

Enter	Engage	Exit
Detailed information about diseases	Positive results from the perdiction	Detailed explanation about the diseases
Easy to access and visualize the prediction	Clear information communication	Improved Prediction system

Feelings and pains of Customers

Enter	Engage	Exit
Fear about their health condition	Trust	Knowing health condition from home
Bewilderment	User friendly environment	Cost-effective method

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

Enter	Engage	Exit
Suggestion to avoid heart diseases	Healthy Lifestyle Recommendation	Staying informed about the diseases
Displaying Symptoms related to heart diseases	Learn about treatment and self-care	Incorporate new desired activities