

CUSTOMER JOURNEY

Team ID: PNT2022TMID00802

phases

Phase 1
Motivation

Phase 2
Ideas

Phase 3
Features

Phase 4
Futurescope

Phase 5
Conclusion

Activities
performed

To design an reminder app for seniors who
are self reliant

IBM watson IOT platform, web UI,
Cloudant DB and efficient algorithms
are used for precise timing

Node Red service, TTS service &
software IDLE are used

The device will notify the user at
correct intervals along with the
medicine name via voice commands

Makes the work of care takers
easier and maintains good health

Emotions

Unworried

Care takers are
content to use the app for the
elderly

Reminds at
precise intervals

Mentions the
dates of expiry of the
medicines

Maintains health
& stress free

Overall
Experiences

Efficacious

Efficacious

Efficacious

Efficacious

Efficacious

Customer
Expectations

Simple & user friendly

By the application of
cloudant DB, care takers can monitor
the of the elderly

It keeps track of the dosage
and regular reports provided by
the physicians

Voice commands makes easier
usage for elders

The care givers can be
stress free and
the Elderly will have a better
health condition