

Project Design Phase-II Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID30329
Project Name	Personal Assistance for Seniors Who Are Self-Reliant
Maximum Marks	4 Marks

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.

Created in partnership with

Share template feedback

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, move each these "To Do" into left or right depending on the scenario you are documenting.

SCENARIO MEDICINE REMINDER ON TIME	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?
Steps What does the person (or group) typically experience?	Their insight into how their emotional makeup influences patient care.	Searching best Product on Market	Browsing the Best Product	Suitable for the customer Point of views
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?	At the hospital ByCaretakers	A Smart Medicine Box	Managing Patirnts Prescription Reminding About the Insulin	Caretaker Free from 24/7 monitoring
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Solution For Proper medication Reminder	It Begins with the self care or patient care to take medicines regularly on time	They take the medication on time The caretaker Takes care of Patient	At the End They find Smart Medicine Box
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Public Suggestions	User Friendly App Environment	Proper Notification Via Voice Command App Notification to CareTaker	It Regularly Reminds the Medication Times
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Hard To Find The Best Smart Medicine Box in the Market	Difficult to operate the Medic app	The user Should Keep the Product near to them Always Wifi should be in on condition online	A Smart Medicine box with Complex Architecture Only for Elderly people's