Customer journey map-Nutrition Assistant Application

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	SCENARIO Browsing , booking, attending , and rating a local city tour	**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?		Choose the food which they have to take	View details of all food items	Enter the web	Email reminder	Experience the application	Details in user's profile
Interactions What inter actions do they have at each step along the way? **People:** Who do they see or talk to? **Places:** Where are they? **Thing s:** What digitaltouchpoints or physical objects would they use?		Register the application		The application should be of website, ios app or android app.	User's email (software like Outlook or website like Gmail)	The admin can interact with the user using chatbot.	User's email (software like Outlook or website like Gmail)
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me…"or "Help me avoid…")		User can get the help from the admin usind chatbot.		Help from admin to use the application.	Help me that I chose my item's then what can I do next.	Help the user to have a better experience with this application.	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?		Easy to register		Easily available to the common people	It can be available at any and any where	May help you live longer	Help to maintain a healthy life style
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?		Network issue		Only Assigned items by admin can view	Sometime get wrong	Can't use this application frequently	It cannot give appropriate result in some times
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?		User enter Details easily		Used by people affected by health issue	User can be use in simple way	Flexible to use	Web application using easy