

## PROJECT DESIGN PHASE - II

### CUSTOMER JOURNEY MAP :

|              |  |
|--------------|--|
| Date         | 22-10-2022   |
| TeamID       | PNT2022TMID41455                                     |
| ProjectName  | Personal Assistance for Seniors Who Are Self-Reliant |
| MaximumMarks | 4Marks   |

# Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

| MEDICINE REMINDER | ENTICE   |               | ENTER  | ENGAGE  |  | EXIT   |
|-------------------|--|---------------|--|---|--|--|
| STEPS             | 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     | At the end the our customer Follow Proper Medication                 |
| INTERACTION       | At the hospital  | By Caretakers | A Smart Medicine Box   | Managing Patients Prescription                | Reminding About the Insulin                  | Caretaker Free from 24/7 monitoring                                  |
| GOALS             | 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  | Public Suggestions   |               | User Friendly App Environment  | Proper Notification Via Voice Command         | App Notification to Caretaker                | It Regularly Reminds the Medication Times.                           |
| NEGATIVE MOMENTS  | 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 Will should be in on condition online | A Smart Medicine box with Complex Architecture Only Elderly people's |