

Project Design Phase-II Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID29810
Project Name	Personal assistance for seniors who are Self-Reliant
Maximum Marks	4 Marks

Customer Journey Map

	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 reegularly on time	They take the medication on time The caretaker takes care of patient	At the end they had 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	Always wifi should be in on condition online The user should keep the product near to them	A Smart medicine to with Complex Architecture only for the elderly people