# PROJECT DESIGN PHASE II
## CUSTOMER JOURNEY MAP

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| Date | 17/10/22 |
| Team Id | PNT2022TMID39435 |
| Project Title | Project-Chronic Kidney Disease Analysis using machine learning |

**Scenario**

Detection of chronic kidney disease analysis using machine learning algorithm.

**Entice**
How does someone initially be 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?

- Detection of accuracy of kidney disease
  - Most of the patients suffer from kidney disease may use this model for detection of accuracy.
- Use the machine learning model or website
  - The customer undergoes sugar and blood pressure test for detection of accuracy.
- Collect the dataset and split it
  - The datasets of blood pressure and sugar level are collected and splitted
- Enter the values of sugar and blood pressure
  - The customer should enter the values of sugar and blood level to predict the accuracy.
- View the accuracy and predict the spread of disease
  - After predicting the accuracy the customer can predict if the disease spread is in the early stage so that the customer can take treatment according to the spread of disease.
- Blood pressure levels and sugar levels are detected
  - The blood pressure and sugar levels are detected for prediction of this disease.
- Enter the blood pressure and sugar level values.
  - They enter the blood pressure and sugar level values for the prediction of the disease.
- Accuracy of disease is detected
  - After the entry of values the outcome is the accuracy of disease.
- The customer data may be wrong
  - The customer blood and sugar level may be wrong due to this the accuracy may be wrong.
- Detect the accuracy and detect for side effects
  - The customer after detecting the accuracy the customer should detect the presence of side effects.
- Undergo treatments
  - The patient should undergo for treatment based on the accuracy.
- The customer may feel happy
  - The customer may feel happy because if the spread is low the customer may feel happy
- The customer may be depressed
  - The customer may feel depressed because heavy spread may lead to kidney failure.
- The customer may be satisfied with the model
  - Because this model may be used to early prediction of disease.
- Treatment can be made based on the accuracy
  - Based on the prediction the customer can take treatment based on the accuracy.
- Personalized recommendations
  - Some of the customer can be given to customer to follow and it may be helpful.
- Follow suggestions given by doctors
  - Follow suggestions given by doctors and take regular medications.

### 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?

- Giving the inputs in the developed machine learning model in google colab.
- Websites related to medical fields.
- Web application for this prediction of this disease.
- Websites available for prediction of chronic kidney disease analysis using machine learning.
- The customer may take suggestion from doctors.
- Customers databases in hospitals while taking tests
- Customers test reports
- The customer may suffer from kidney pain
- Higher spread of disease may lead to kidney failure.
- Treatment should be done according to the spread of disease.
- Feels satisfied with the accuracy and prediction of result at the earliest time.
- May feel happy if the disease spread can be prevented
- May be depressed because if the spread is high the customer may die
- The customer asks suggestions from people who suffered from this type of disease.
- Avoids all the bad habits.

### Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

- Help me to predict kidney disease at the early stage
- Helps me to save time
- Helps me to find by using simple datas like blood pressure and sugar level
- Helps me to prevent kidney failure of patients
- Useful in medical fields especially in hospitals.
- Helps me to save a person life suffering with the chronic kidney disease.
- Helps me feels satisfied because I can save some person life
- It can be used for business purpose also.
- Helps me to detect in simpler method.
- Helps me to make customer satisfied
- Helps me to reduce mortality rate and cost of health.
- Help me see what I've done
- Help me see how it will be useful.

### Positive moments
What steps does a typical personfind enjoyable, productive, fun, motivating, delightful, or exciting?

- Early prediction may help the customers to early treatment and save many lives.
- The customer may feel satisfied and happy by using this model
- The customer feels productive and creative

### Areas of opportunity
How might we make each step better?
What ideas do we have?
What have others suggested?

- Can be used in hospitals for prediction of disease.
- Can be used as a online predictor of chronic kidney disease.
- Can be used to develop an application for prediction using this model.
- Can be used as a training model for prediction