

# CUSTOMER JOURNEY

Team ID: PNT2022TMID12172

**phases**

Phase 1  
Motivation

Phase 2  
Ideas

Phase 3  
Features

Phase 4  
Futurescope

Phase 5  
Conclusion

**Activities  
performed**

To design an reminder app for seniors who  
are self reliant

IBM watson IOT platform, web UI,  
Cloudant DB and efficient algorithms  
are used for precise timing

Node Red service, TTS service &  
software IDLE are used

The device will notify the user at  
correct intervals along with the  
medicine name via voice commands

Makes the work of care takers  
easier and maintains good health

**Emotions**

Unworried

Care takers are  
content to use the app for the  
elderly

Reminds at  
precise intervals

Mentions the  
dates of expiry of the  
medicines

Maintains health  
& stress free

**Overall  
Experiences**

Efficacious

Efficacious

Efficacious

Efficacious

Efficacious

**Customer  
Expectations**

Simple & user friendly

By the application of  
cloudant DB, care takers can monitor  
the of the elderly

It keeps track of the dosage  
and regular reports provided by  
the physicians

Voice commands makes easier  
usage for elders

The care givers can be  
stress free and  
the Elderly will have a better  
health condition