

**Project Design Phase II**  
**Customer journey**

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Team ID	PNT2022TMID30279
Project Name	Personal Assistance for Seniors Who are Self-Reliant Using IoT
Maximum Marks	4 Marks



# Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

**TIP**  
 As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

SCENARIO	ENTICE	Enter	Engage	Exit	Extend
Browsing, booking, attending, and rating a local city tour	How does someone initially become aware of this process	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps	Because caregivers couldn't watch over elderly people about at once, this approach is employed.	They will come to know that they are being monitored by the caretakers or doctors by 24/7	The best monitoring systems on the market will be sought after by caregivers.	They will discover that the system is pricey.	Caretakers will be secure if they purchase an affordable system that allows them to detect and notify whenever any emergency is required.
Interactions	Doctors will advise patients to seek help from anyone or a caregiver for the elderly.	Caretakers cannot able to monitor them for 24/7	Elderly persons will assign somebody such as caretakers to oversee or provide for them.	They are confident that the product would be user-friendly.	They Will dismiss the caregiver who was hired to do the caretaking duties
Goals & motivations	Monitor the elderly people for 24/7	They can take care of themselves without any help.	To safeguard and recognise the warning at any time	should seek for a better answer	monitoring as well as notify the health personnel or caregivers
Positive moments	Individuals find that taking care of the elderly may be significantly easier than in the before.	seeking others' assistance to look for them all day	Making faults that must be fixed in the subsequent action	In the future, we need to develop a better way to safeguard independent seniors than this.	Should never again carry out the previous process in its totality
Negative moments	It must be challenging to protect older individuals in emergency situations.	It must be riskier to save them when low blood pressure and heart rate come unexpectedly.	When all safety measures fail, it results in a complete loss of income.	Loss of money and the money invested on measures to protect independent people	No system can adequately protect them from protecting senior citizens.
Areas of opportunity	Have a deep Analysis about the place and season in order to know their heartbeat rates.	Elderly people who prefer to live independently should acquire personal support.	When an elderly person is in need or in an emergency, this system will be alerted and detect it.	The elderly enjoy happy lives free from any inconveniences caused by caregivers.	They can live a prosperous life without any concerns, and assistance was provided when needed in any situation.