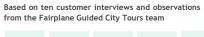
Team ID PNT2022TMD41742

Date: 18 October 2022

PROJECT DESIGN PHASE II

Customer Journey Map





Menaka Mahajan Jerome Phillips







SCENARIO

User needs to maintain a healthy diet so he expect a trained nutrition model to give suggestions on his nutritious



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

What does the person (or group) typically experience?

Wants to follow good nutrition

Ask user to follow

Choose a third party to maintain the fitness Prepare the dataset and predict nutrit

Repetition of process

User in-take the nutrition

It may be a app or

suggest trained model or nutrition analyzer

Must satisfy by the

Writing & submitting review

User might be physically fit

Interact with model by giving our problems

Using again and again



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?



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

Ask help for third

by giving large dataset to

of the fruits

Think about before physical

It helps the user to have it for long life



Positive moments What steps does a typical person

find enjoyable, productive, fun, motivating, delightful, or exciting?

User generally might be taken nutrition said by our model

Nearer to result is important



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

nutrition analyzer best for user

Other people may fear user the result came wrong or correct

Sometimes other people may fear about his nutrition fitness

People describe leaving a review as an arduous process



Areas of opportunity How might we make each step

better? What ideas do we have? What have others suggested?

rolavatio	