

PROJECT DESIGN PHASE - 2

CUSTOMER JOURNEY

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Team ID	PNT2022TMID33781
Project Name	Personal Assistance for Seniors who are Self-Reliant

CUSTOMER JOURNEY:

	ENTICE	ENTER	ENGAGE	EXIT	EXTEND
STEPS What does the person typically experience?	EMOTION This pill reminder app deals with emotion of seniors which makes the app popular... SEARCHING FOR MEDICINE REMINDER Most of the customers discover the pill reminder while searching about the medicine related things. VISIT WEBSITE OR APP They visit reminder app and website as per their own wish which makes the app popular.	This user will be excited to use the app in the beginning. Verification message is sent to their corresponding phone number or email for authentication. They start handling their prescription about the pill reminder app.	The medicine reminder helps to take the medicine independently on time. It helps to take the correct prescribed medicine. A help to take correct amount of medicine and give awareness about the medicine which makes the app popular. It helps to record the health condition of the user and the doctor's advice to correct the health.	It helps to connect the medicine on time without the help of anyone. By connecting the medicine on time, the health condition of the user is improved.	It feels satisfaction. This app records health care of the user and gives a full report of what the user takes each of their medicine.
INTERACTIONS What interactions do they have at each step along the way?	An android application or website are used. A caretaker or caregiver is appointed for the elder one to take care then and help to take medicine on time.	They find out medicine reminder app from their own wish or get awareness through an advertisement. In case of need, they search for the app or get awareness through an advertisement.	The experience of the user while using the medicine reminder application. The features are easy to use from the start for medicine reminder. The family members can track the patient's health and give them medicine on time. Ensuring that the patient is taking the medicine on time and not miss the dose.	The user can track the medicine whether they have taken medicine or not in a proper manner and get a report of their health condition. The user can track the medicine whether they have taken medicine or not in a proper manner and get a report of their health condition.	The medicine reminder app builds a full report of what the user takes each of their medicine.
GOALS AND MOTIVATIONS At what step, what is a person's primary goal or motivation?	The medicine reminder makes the user aware of their health condition and helps to take medicine on time. The medicine reminder helps to take medicine on time. This app ensures that the user takes medicine on time and not miss the dose.	The pill reminder app makes the user aware of their health condition and helps to take medicine on time. The reminder helps to take medicine on time.	Medicine reminder helps to take medicine on time and not miss the dose. It helps to take the correct prescribed medicine. The app helps to take the correct prescribed medicine and not miss the dose.	It helps to track the daily dose of the medicine and not miss the dose. This app helps to track the daily dose of the medicine and not miss the dose.	The reminder app helps to take medicine on time and not miss the dose.
POSITIVE MOMENTS What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It is easy to use. It is easy to use and not complicated. It is easy to use and not complicated.	The user can track the medicine whether they have taken medicine or not in a proper manner and get a report of their health condition. The user can track the medicine whether they have taken medicine or not in a proper manner and get a report of their health condition.	This is a highly secured and reliable application for the patient's health. The app helps to take the correct prescribed medicine and not miss the dose.	It helps to track the daily dose of the medicine and not miss the dose. This app helps to track the daily dose of the medicine and not miss the dose.	It helps to track the daily dose of the medicine and not miss the dose.
NEGATIVE MOMENTS What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It makes them to feel the burden of the app. They regret for taking the app and not using it. They regret for taking the app and not using it.	They feel anger as they find it difficult to use the app. They feel anger as they find it difficult to use the app.	Due to lack of awareness, the user may not use the app. Due to lack of awareness, the user may not use the app.	Due to lack of awareness, the user may not use the app. Due to lack of awareness, the user may not use the app.	Due to lack of awareness, the user may not use the app. Due to lack of awareness, the user may not use the app.
AREAS OF OPPORTUNITY How might we make each step better? What ideas do we have? What have others suggested?	Pill reminder app makes the user aware of their health condition and helps to take medicine on time. Pill reminder app makes the user aware of their health condition and helps to take medicine on time.	Initially the app was not used by the user and it was not popular. Initially the app was not used by the user and it was not popular.	Pill reminder app makes the user aware of their health condition and helps to take medicine on time. Pill reminder app makes the user aware of their health condition and helps to take medicine on time.	It helps to track the daily dose of the medicine and not miss the dose. This app helps to track the daily dose of the medicine and not miss the dose.	It helps to track the daily dose of the medicine and not miss the dose. This app helps to track the daily dose of the medicine and not miss the dose.