

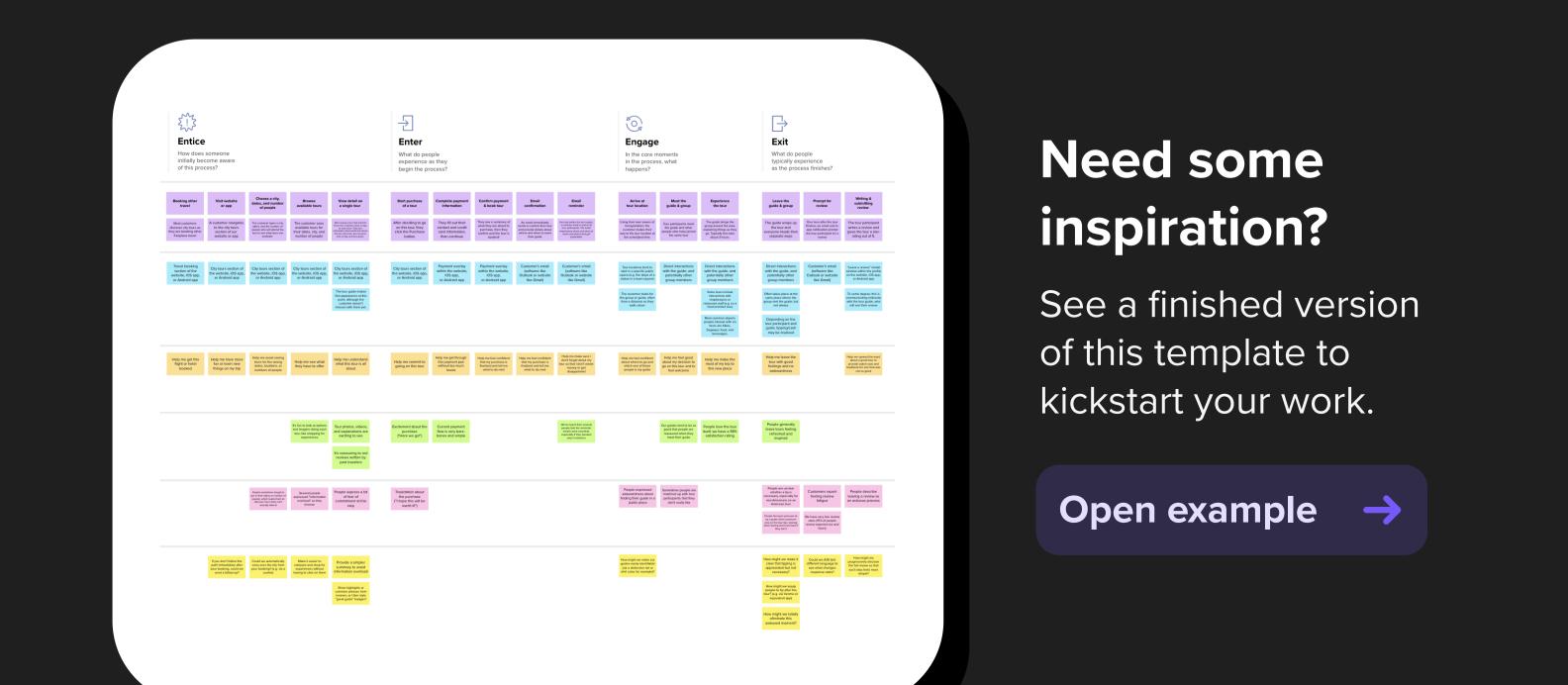
Customer experience journey map

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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Personal Assistance for seniors who are self reliant..

Personal Assistance for semois who are semienant					
Setting time and medicine details in the developed app and Receiving notification using voice commands(Medicine reminder System)	Entice How does someone initially become 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?	Setting desired time and medicine details Wisit App Choose the time and Medicine details A Customer Navigates to the setting section of our app The customer types the time and medicine details.	Customers are feeling it is very easy to use Customers want their devices or apps to be simple to use	Customers feel that it is cost free to use Customers feel that to manage and keep track of their schedules They feel it saves time for taking care of elders and can go to work They feel it saves time for taking care of elders for taking care of elders. It saves money which used for keeping caretakers for taking care of elders.	Leave the App Writing And Submitting Review They can close the app and use any other The customer can write reviews about the app	Personalized recommendation They are able to provide suggestions to others about this app app Personalized recommendation They can recommend this app to others
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?	Reminder section of the Android App or iOS App Setting section of the Android App or iOS App Setting section of the Android App or iOS App Setting section of the Android App or iOS App App	Setting section of the Android App or iOS App Setting section of the Android App or iOS App App	It often interacts with Android app or iOS App It often interacts with Android app or iOS App App	"Leave a review" modal window within the profle in iOS app, or Android app	Recommendations span across iOS app, or Android app
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me to keep this reminder Help me to go to setting section Help me to set correct time and medicine details	Help me feel confident that my reminder system is finalised Help me make sure i don't forget about setting time	It helps to track and uphold an appropriate schedule. Help me to tell what to do next t	Help me to Leave the app with good experience Help me spread the word about a app and feedback for one that was not so good it used to organise your medication doses for a certain length of time. Help me spread the word about a app and feedback for one that was not so good It uses an alarm cue to prompt users to take medication.	Help me to see the ways o enhance the app Using this system can take medicine easily and regularly It is helpful to use this sytem
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Its productive to track taken and missed doses. No internet connection required for the reminders to function	Password option to acess the app Availability of languages other than english.	It has ability to share the medication information to third party for example, family member or health care provider Ability to change time zones to ensure medication is taken at the time of travelling	Availability of a feature that rewards the patient when the medication is taken on schedule People love the app having good rating taken on schedule Availability of an option to alert other people about when to take their medication	Its exciting to look at options to get reminder using voice commands Some customers feel productive by doing this
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Charging problem of the mobile Some customers will get confuse to set the time like A.M or P.M	Several customers feel frustrated when they didn't get the notification Several people will set wrong time and medicine details	Some people will feel it is time consuming or costly They will get fear for taking the wrong medication	Most of the customers will not believe it will work or not Instead of trying this they can go for Physical medications methods	They feel that it may not provide security of the person details They may feel frustrated if they didn't understand how to set the time and medicine details
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Provide a simpler way to get notifications Make it easier to people for setting time, medicine details.	Providing trendy reminder device which can be wearable. Providing pill sorting services	Provide a medicine bottles with labels by using colored tape etc Make it simpler that take the medicine with your meals	Using a plastic pillbox with dividers for each day's medicines. Put your pillbox in a place where it will remind you to take your medicines.	Marking your daily doses on a paper calendar at home, on your computer or even in your little black book Keep an up-to-date list of your medication names, strengths, doses, and number of remaining refills