


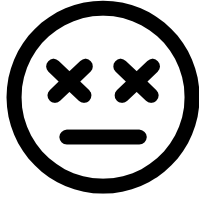



Project Design Phase-II

CUSTOMER JOURNEY MAP

DATE	16 OCTOBER 2022
TEAM ID	PNT2022TMID33538
PROJECT NAME	Personal Assistance for seniors who are self reliant
MAXIMUM MARKS	4 Marks

CUSTOMER JOURNEY MAP

PHASES	MOTIVATION	INFORMATION GATHERING	ANALYZES VARIOUS PRODUCTS	CHOOSES THE MOST EFFICIENT PRODUCT	PAYMENT
Actions	Want to decrease pain and improve health.	Patients are aware when you are not listening.	Other products available are transfer boards.	Smart boards are more efficient compared to transfer boards.	After the product satisfaction
Touchpoints	The buyers / patients are excited.	After the installation, the government is responsible for Smart Medicines.	The user has a good time with the various types of products available	The government is no longer going to be concerned about smart drugs	After finding the product that was worth the trouble, the government finds out
Customer feeling					
Customer Thoughts	Customer thinks it will be helpful for the best status of smart medicines condition	The customer thinks there is going to be a long time	The customer is confident that the workaround will be available	Selecting the product will be simple and comfortable for patients.	They believe the product is going to be user-friendly
Opportunities	The customer gets the best smart medicine	The customer knows about the process of making a product	The customer will be aware of another product.	The customer comes to know which product is the best one.	The customer will enjoy the journey