# VSB ENGINEERING COLLEGE

## IBM NALAIYA THIRAN

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| Date | 16/10/22 |
| Team ID | PNT2022TMID33466 |
| Project Name | Visualizing and Predicting Heart Diseases with an Interactive Dash Board |
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# Project Design Phase II

Customer Journey Map



**User Journey Map**

User Journey Maps connect companies with their audiences by narrating the customer experience. It can give an overview of the entire process, show how customers act or identify key moments of interaction between the user and the organization. To create your own, think about your goal of teaching customers about your company.

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| Browsing, Booking, attending and rating a local city tour | ENTER what do you people experience as they begin process | Enagage In core Moment In the process what Happens | Exit what do people typically experience as the process finishes |
|---|---|---|---|
| **steps** | finding prediction dashboard / collect the details | visualize and reviews of the prediction system | Easy to access and vizualise the prediction syatem |
| | create a user accountt / by searching through the online | users gives thier problem as input for prediction | |
| **Interation** | Interactive with dashboard of predicting system | Interactive with dashboard | |
| | disease predicting at online | view the result in dashboard | |
| **Goals and Motivation** | help to whether the person have heart disease | quick prediction for the give system for analyze | aware of heart disease |
| | help me to check whether the person is healthy or not? | Emotional support,empathy and respect | Help to check out our health |
| **positive moments** | Detailed information about disease | clear the information communication | Detailed explanation about diseases |
| | easy to view the prediction | Positive Result | Improve the prediction |
| **Felling and pain of the customer** | Fear about health condition | Trust | Cost-effective meathod |
| | Bewildement | Friendly enviroment | Knowing health condition by ouself |
| **Areas of the oppurtunity** | Suggested to avoid the heart disease | Healthy lifecycle recomendation | Staying informed about disease |
| | Display the symptoms related to heart diseases | Learn about treatment and self care | Incorporated new desired activity |