## Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

MEDICINE REMAINDER

**ENTICE** 

**ENTER** 

**ENGAGE** 

EXIT

**STEPS** 

Their insight into how their emotional makeup influences patient care.

Searching best product on market

Browsing the best product

Suitable for the customer point of view

At the end our customer follow proper medicine

INTERACTION

At the hospital / bycaretakers

A smart medicine boy

Managing patient prescription

reminding about the

Caretaker free from 24/7 monitoring system

**GOALS** 

Solution for proper medication remainder

It begins with the self care or patient care to take medicines regularly on time They take the medicine on time

The caretaker takes care of patient

At the end they find smart medicine box

**POSITIVE MOMENTS** 

Public suggestions

Use friendly app environment

Proper notification via voice command

App notification to caretaker

It regularly reminds the medicine times

NEGATIVE MOMENTS Hard to find the best smart medicine box in the market

Difficult to operate the medic app

The user should keep the product near to them

Always WiFi should be in on condition A smart
medicine box
with complex
architecture only
for elderly
people