

## Project Design Phase-II Customer Journey Map

Date	22 October 2022
Team ID	PNT2022TMID54403
Project Name	Visualizing And Predicting Heart Diseases With An Interactive Dash Board
Maximum Marks	4 Marks



### Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Scenario	Enter	Engage	Exit
<b>Browsing, looking, attending, and rating a local city tour</b>	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?
<b>Steps</b> What does the person (or group) typically experience?	Find Prediction dashboard Create user account	Analyze the information Problems of the user to the prediction system is reviewed	Easy to access and visualize prediction
<b>Interactions</b> What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Place:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	Effective interaction for heart disease prediction Online Interaction	Dashboard interaction Result outputs are taken	Communications with emergency services Health monitoring is done
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Checks the availability of having any heart diseases Precaution are given	Analysis of symptoms Treatment of the disease is discussed	Awareness of Heart Disease Emotional and Moral support
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Detailed information about disease Easy access and visualization of prediction	Positive results are obtained Clear information is achieved by interaction	Conclusion about the disease will be known Improved prediction can be observed
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Fear of health Fear of treatment	Lack of trust in the process can suffer from the pain they go through	prior Knowledge in health condition Expense of the treatment
<b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	Spread knowledge on heart diseases Discuss on symptoms	Lifestyle modifications should be done Study on subjects related to heart diseases	Awareness on the disease should be taken Take new desired activities