

# Project Design phase – 2

## Customer journey map

Team ID	PNT2022TMID34792
Project Name	Personal assistant for seniors who are self -reliant
Max marks	4

customer journey				
1 medicine remainder	Entice	Enter	Engage	Exit
2 Steps	<p>They might not have their own smartphone, laptop, internet, patient care</p>	<p>Searching best product on market</p>	<p>Browsing the best product</p> <p>Subtle for the customer point of view</p>	<p>At the end of the our customer follow proper medication</p>
3 Interaction	<p>At the hospital</p> <p>By caretaker</p>	<p>A smart medicine box</p>	<p>Managing patient perception</p> <p>Reminding about the tablet</p>	<p>Caretaker free for 24/7</p>
4 Goals	<p>Solution for proper medication reminder</p>	<p>It begins with self care or patient care to take medicine</p>	<p>They take the medicine on time</p> <p>The caretaker takes care of the patient</p>	<p>At the end they find the smart medicine box</p>
5 Positive moments & Negative moments	<p>pos Public suggestion</p> <p>neg Hard to find the best medicine box in the market</p>	<p>pos User friendly app</p> <p>neg Difficult to operate the medicine app</p>	<p>pos App modification to caretaker</p> <p>neg The user should know the product near to them</p>	<p>pos It quickly reminds the medicine time</p> <p>neg Always will should an condition</p>