Project Design Phase-II Customer Journey map

Date: 17 October 2022

Team ID: PNT2022TMID34562 Project Name: Visualizing and Predicting Heart Diseases with an Interactive Dashboard

SCENARIO

Browsing, booking, attending, and rating a local city tour



Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



Exit

What do people typically experience as the process finishes?

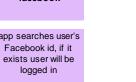


Steps

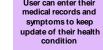
What does the person (or group) typically experience?



google account. If it exists, user will be logged in



Finding our prediction dashboard



By data analytics user gains knowledge of thei

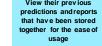




Interactions

What interactions do they haveat each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- Things: What digital touchpoints or physical objects would they use?



Interactive Dashboard for Heart

User information, medical background and other settings

like name, age, height, weight sy mptom entry

Doctor suggestion and consultaion

Google rating via API

pop out when exit



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")



Help me to get clear health condition

To get track of their and night

from expert doctor

Prediction and

To get remedies av oid disease

user feel motivated

when app provides



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



track their health

mmediate accesst care any time and any where

Provide weekly health data to the user that

alerts



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



Poor network connection

inaccurate

Frustration of user while diagnosed of heart disease realize health

unreliable information users f eel discontent



Areas of opportunity How might we make each step

better? What ideas do we have? What have others suggested?

Weekly medical

Provide useful article

calorie counter

Staying informed about the diseases