

# PROJECT DESIGN PHASE - 2

## CUSTOMER JOURNEY

Date	19 October 2022
Team ID	PNT2022TMID47589
Project Name	Personal Assistance for Seniors who are Self-Reliant

## CUSTOMER JOURNEY:

	ENTICE	ENTER	ENGAGE	EXIT	EXTEND
<b>STEPS</b> What does the person typically experience?	<b>EMOTION</b> This pill reminder app starts with a reminder of when the pill should be taken. <b>SEARCHING FOR MEDICINE REMINDER</b> Most of the time, the reminder app is not working. The app is not working because the reminder app is not working. <b>VISIT WEBSITE OR APP</b> The app is not working because the reminder app is not working.	The user will be required to use the app in the beginning. Verification message is sent to the user's phone to verify the user's identity. The user is asked to enter their name and address to verify their identity.	The medicine reminder helps to take the medicine on time. It helps to take the medicine on time. It helps to take the medicine on time. It helps to take the medicine on time.	It helps to take the medicine on time. It helps to take the medicine on time. It helps to take the medicine on time. It helps to take the medicine on time.	It feels satisfaction. This app reminds the user to take the medicine on time. In case of missing the medicine, it gives a alert message.
<b>INTERACTIONS</b> What interactions do they have at each steps along the way?	An android application or website are used. A calendar or calendar app is used to set the reminder. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.
<b>GOALS AND MOTIVATIONS</b> At each step, what is a person's primary goal or motivation?	The medicine reminder app is used to take the medicine on time. The medicine reminder app is used to take the medicine on time. The medicine reminder app is used to take the medicine on time.	The pill reminder app is used to take the medicine on time. The pill reminder app is used to take the medicine on time. The pill reminder app is used to take the medicine on time.	The medicine reminder helps to take the medicine on time. The medicine reminder helps to take the medicine on time. The medicine reminder helps to take the medicine on time.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.
<b>POSITIVE MOMENTS</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It is a new reminder app. It is a new reminder app. It is a new reminder app.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	This is a highly rated reminder app. This is a highly rated reminder app. This is a highly rated reminder app.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	It helps to take the medicine on time. It helps to take the medicine on time. It helps to take the medicine on time.
<b>NEGATIVE MOMENTS</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It makes them to take the medicine on time. They forget to take the medicine on time. They forget to take the medicine on time.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.
<b>AREAS OF OPPORTUNITY</b> How might we make each step better? What ideas do we have? What have others suggested?	The medicine reminder app is used to take the medicine on time. The medicine reminder app is used to take the medicine on time. The medicine reminder app is used to take the medicine on time.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.	The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity. The user is asked to enter their name and address to verify their identity.