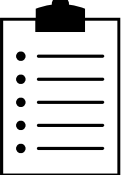
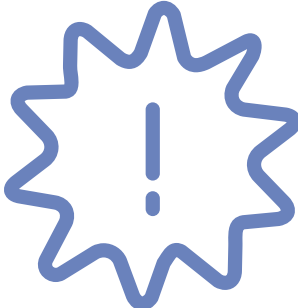
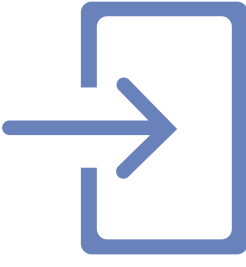
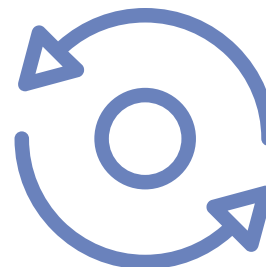
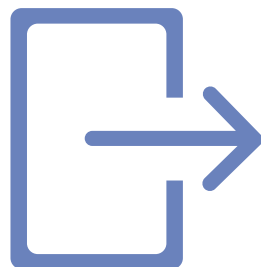

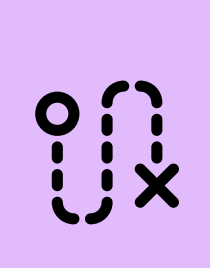
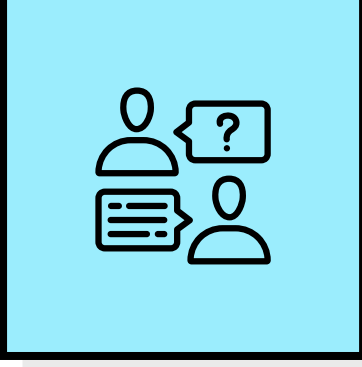

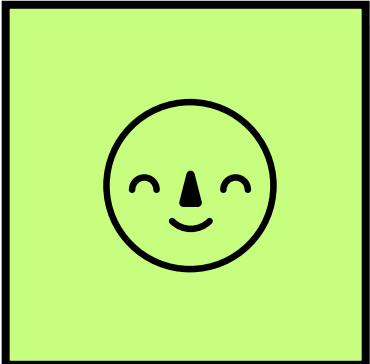
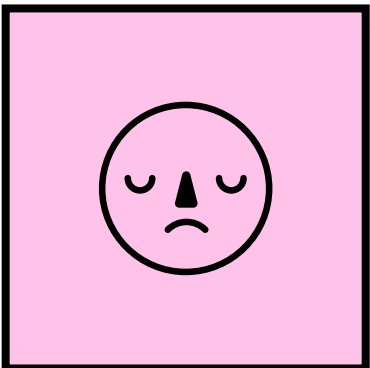



Customer Experience Journey Map

Detecting Parkinson’s Disease using Machine Learning

| | | | | | |
|---|--|---|---|--|--|
| <div></div> <div><h3>Scenario</h3><p>Visiting the webpage, uploading the image & getting the result</p></div> | <div></div> <div><h3>Entice</h3><p>How does someone initially become aware of this process?</p></div> | <div></div> <div><h3>Enter</h3><p>What do people experience as they begin the process?</p></div> | <div></div> <div><h3>Engage</h3><p>In the core moments in the process, what happens?</p></div> | <div></div> <div><h3>Exit</h3><p>What do people typically experience as the process finishes?</p></div> | <div></div> <div><h3>Extend</h3><p>What happens after the experience is over?</p></div> |
| <div></div> <div><h3>Steps</h3><p>What does the person (or group) typically experience?</p></div> | <div><div>Curiosity</div><div>The people may be curious to try the process</div></div> <div><div>Disbelief</div><div>Some people may not believe the process</div></div> | <div><div>Doubtful</div><div>The people may have some concerns about the process</div></div> <div><div>Scared</div><div>The person can be scared to take on the test</div></div> | <div><div>Anxious</div><div>The client may feel anxious during the process</div></div> <div><div>Scared</div><div>The person can be scared during the process</div></div> | <div><div>Happy/Sad</div><div>Based on the diagnosis the client's reaction differs</div></div> | <div><div>Clarity</div><div>The client will have clarity on what to do next</div></div> |
| <div></div> <div><h3>Interactions</h3><p>What interactions do they have at each step along the way?</p><ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?</div> | <div><div>Advertising that there is establishment of the process</div><div>Spreading the news via doctors to the society</div><div>Explaining the process to the community</div></div> | <div><div>People may access the website using an url</div></div> | <div><div>The client will draw spiral or wave</div><div>Now he will upload the digital copy of it to the webpage</div></div> | <div><div>The client will be receiving the diagnosis</div></div> | <div><div>Based on diagnosis the client should get a consultation from a doctor</div></div> |
| <div></div> <div><h3>Goals & motivations</h3><p>At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)</p></div> | <div><div>To get tested for Parkinson's disease</div></div> | <div><div>To check the webpage</div><div>To take on process</div></div> | <div><div>Should draw clearly</div><div>To upload the exact file</div></div> | <div><div>To know the result</div></div> | <div><div>Based on diagnosis to consult a doctor or a physician</div></div> |
| <div></div> <div><h3>Positive moments</h3><p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p></div> | <div><div>Privacy of the test & Time efficiency of the test</div><div>Free of cost</div></div> | <div><div>Easy to access the webpage</div></div> | <div><div>User friendliness of the webpage</div><div>Simplicity of the process</div></div> | <div><div>Quick diagnosis</div></div> | <div><div>Clarity on life</div></div> |
| <div></div> <div><h3>Negative moments</h3><p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p></div> | <div><div>Trying to know the clear way to take the test</div></div> | <div><div>Waiting for the website to load</div></div> | <div><div>Drawing the diagram</div><div>Uploading the exact image</div></div> | <div><div>Waiting for the result</div></div> | <div><div>Result</div></div> |
| <div></div> <div><h3>Areas of opportunity</h3><p>How might we make each step better? What ideas do we have? What have others suggested?</p></div> | <div><div>Making relevant doctors spread the awareness</div></div> | <div><div>To reduce the loading time</div><div>To show facts on the subject</div></div> | <div><div>To make them draw simple diagram</div><div>To use most common file type for uploading</div></div> | <div><div>To show facts on the subject</div><div>To reduce waiting time to get result</div></div> | <div><div>To give motivation via visualization</div><div>To give clear instructions on what to do next</div></div> |