

**Template**

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| ✴  **Customer journey map**  **Team Id : PNT2022TMID24011**  **project : Visualizing and Predicting heart disease 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? |  |  | **TIP**  As you add steps to the experience, move each these “Five Es” the left or right depending on the scenario you are documenting.  **Exit**  What do people typically experience  as the process finishes? |
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| **Steps**  What does the person (or group) typically experience? |  | **Login through the Login through the Login through the Google Facebook Gmail**  If the user have If the user have Create an account by google account, the facebook id,the user entering mail id and user can logged in can logged in using password, verify it by  OTP now, user will be  using id and password that id and password logged into the account |  |  | **Google Facebook Gmail**  If the user have If the user have Create an account by google account, the facebook id, the user entering mail id and user can logged in can logged in using password, verify it by  using id and password that id and password OTP now, user will be  logged into the account |  |  |  | User can enter and verify User can gain their medical reports and knowledge of their update their symptoms  based on their health medical records  condition using data analytics |  |  | Rating Suggestions and Feedback Reviews |
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| **Interactions**  What interactions do they have at 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? |  | User can see and verify  their medical reports that Hospitals, Health  have been organized Centers  together for easy usage  Apps |  |  |  |  |  |  | Collect user's basic  details like name, Collect medical Symptoms entry age, gender, height records  etc  Prediction and Doctor Consultation Visualization and Suggestion |  |  | Google rating via API Suggestion box will  pop out when exit |
|  |  | Home Page Account Page Data Prediction & Visualization  Contain modules to Contain User Contain predicting view the medical information & results in a  reports Medical history & visualizing form  Other settings |  |  |  |
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| **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”) |  | Help me to visualize Help me to get and predict heart better knowledge on  disease user's health  condition |  |  | Get the track of their heart condition daily |  |  |  | Get Consultations Get prescription and from doctors and remedies from experts in home doctors to avoid the  instantly heart disease |  |  | According to the Health condition, slogan will be generated for the user |
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| **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? |  | Worry free treatment Track their health and payment condition from home  itself |  |  | Immediate access to health anytime and anywhere |  |  |  | Provide weekly health If user has disease,  data to the user that expert doctor Improved Daily reminder and shows the improved suggestion will be prescription alerts alerts  health condition provided by app |  |  | User feel motivated when the app provides sufficient information |
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| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? |  | Terms and  Conditions Privacy Policy |  |  | App with lot of bugs Poor Network and errors Connection |  |  |  | Frustration of user When the user Not accurate while diagnosed of realize health  information heart disease deterioration by data  analytics |  |  | If app provides irrelevant information, user feel discomfort |
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| **Areas of opportunity**  How might we make each step better? What ideas do we have? What have others suggested? |  | Medical reports and analytics can send  via mail once in a Edutainment  week |  |  | User can see and verify Gives useful article their medical reports that and video lecture have been organized  together for easy usage |  |  |  | By integrating smart Notify Hospital Sleep tracking Practice of medical watch reports |  |  | Social sharing |





Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish.



When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.



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