

Project Design Phase-2 Customer Journey

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Team ID	PNT2022TMID31785
Project Name	Personal Assistance for Seniors who are Self-Reliant.

Customer Journey:

CUSTOMER JOURNEY

Customer journey maps gives an overview of the customer experience. How do you want your business to reach users?

Medicine Remainder	ENTICE	ENTER	ENGAGE	EXIT
Steps	Their insight into how their emotional makeup influences patient care	Searching best product on market	Browsing the product	At the end our customer follow proper medication
Interactions	At the hospital	A smart medicine box	managing patients prescription	care taker free from 24/7 monitoring
Goals	Solution for proper medication remainder	It begins with the self care or patients care to take medicines regularly on time	They take medication on time	At the end they find smart medicine box
Positive Moments	public suggestions	user friendly app environment	proper notification via voice command	it regularly reminds the medication time
Negative Moments	Hard to find the best medicine box in the market	Difficult operate the medic app	The user should keep their product near them	A smart medicine box with complex architecture for elderly peoples