

## Project Design Phase-II

### Customer Journey Map

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Team ID	PNT2022TMID17913
Project Name	Classification of Arrhythmia by Using Deep Learning with 2-D ECG Spectral Image Representation.

Reference:

<https://app.mural.co/invitation/mural/nalaiyathirna0796/1665479485485?sender=ucd899164e34e40bfae7b2991&key=24e93a1a-f14a-4b89-93c5-e3b6234bbf7f>

Template

## 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.

Source: partnership.arts

### Document an existing experience

Narrow your focus to a specific journey or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Be sure not to skip to the document what you know. You'll discover gaps in your service by not over-relying on assumptions.

Overview	Entice	Enter	Engage	Exit	Extend
<p><b>Overview</b></p> <p>Summarizing, looking, estimating, and setting a local city tour</p>	<p><b>Entice</b></p> <p>How does someone quickly become aware of it &amp; process?</p>	<p><b>Enter</b></p> <p>What do people experience on entry, sign-in, the process?</p>	<p><b>Engage</b></p> <p>What are the moments of the process when people engage?</p>	<p><b>Exit</b></p> <p>What do people typically experience on the process - depart?</p>	<p><b>Extend</b></p> <p>What happens after the experience is over?</p>
<p><b>Steps</b></p> <p>What steps does the person go through typically experience?</p>	<p>How people find the tour</p> <p>Types of tour packages</p> <p>How people book the tour</p>	<p>How people sign in</p> <p>How people get the tour</p> <p>How people get the tour</p>	<p>How people engage</p> <p>How people engage</p> <p>How people engage</p>	<p>How people exit</p> <p>How people exit</p> <p>How people exit</p>	<p>How people extend</p> <p>How people extend</p> <p>How people extend</p>
<p><b>Interactions</b></p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What do they do or use?</li> </ul>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>
<p><b>Goals &amp; motivations</b></p> <p>At each step, what is someone's primary goal or motivation? (What are they trying to achieve?)</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>
<p><b>Positive moments</b></p> <p>What are the moments of the experience that are particularly positive? (What are the moments of the experience that are particularly positive?)</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>
<p><b>Negative moments</b></p> <p>What are the moments of the experience that are particularly negative? (What are the moments of the experience that are particularly negative?)</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>
<p><b>Areas of opportunity</b></p> <p>What are the moments of the experience that are particularly negative? (What are the moments of the experience that are particularly negative?)</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>	<p>How people interact</p> <p>How people interact</p> <p>How people interact</p>

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