

Project Design Phase II
Customer Journey Map












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Team ID	PNT2022TMID43458
Project Name	Visualizing and Predicting Heart Diseases with an Interactive Dash Board

Customer Journey Map:

The customer journey map is a visual representation of the steps a customer takes to complete a specific action, such as signing up for a product trial or subscribing to a newsletter. The more steps involved to complete the specific action, the more detailed the customer journey map will be.

Document an existing experience

Narrow your focus to a specific scenario 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.

 Scenario Browning, booking, attending, and rating a local city tour	 Enter What do people experience as they begin the process?	 Engage In the core moments in the process, what happens?	 Exit What do people typically experience as the process finishes?
 Steps What does the person (or group) typically experience?	<div>By searching through online</div> <div>Finding our prediction dashboard</div> <div>Create User Account</div>	<div>Visualize the information of prediction</div> <div>User gives their problems as their input to prediction system</div> <div>Reviews of the users about prediction system</div>	<div>Easy to access and visualize the prediction</div>
 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?	<div>Interactive Dashboard for Heart Disease prediction</div> <div>Disease Prediction at online</div>	<div>Interaction with Dashboard</div> <div>View the results from interactive dashboard</div>	
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Help me to check whether I have heart disease or not</div> <div>Help me to get awareness about my health condition</div>	<div>Quick prediction for the given symptoms</div> <div>Emotional support, empathy and respect</div>	<div>Maintain Good health</div> <div>Awareness about heart diseases</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Detailed information about diseases</div> <div>Easy to access and visualize the prediction</div>	<div>Positive results from the prediction</div> <div>Clear information communication</div>	<div>Detailed explanation about the diseases</div> <div>Improved Prediction system</div>
 Feelings and pains of Customers	<div>Fear about their health condition</div> <div>Bewilderment</div>	<div>Trust</div> <div>User friendly environment</div>	<div>Knowing health condition from home</div> <div>Cost-effective method</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Suggestion to avoid heart diseases</div> <div>Displaying Symptoms related to heart diseases</div>	<div>Healthy Lifestyle Recommendation</div> <div>Learn about treatment and self-care</div>	<div>Staying informed about the diseases</div> <div>Incorporate new desired activities</div>