

## PROJECT DESIGN PHASE - II

### CUSTOMER JOURNEY MAP :

|               |  |
|---------------|--|
| Date          | 18 October 2022                                      |
| Team ID       | PNT2022TMID43478                                     |
| Project Name  | Personal Assistance for Seniors Who Are Self-Reliant |
| Maximum Marks | 4 Marks  |

# Customer Journey

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

| MEDICINE REMINDER | ENTICE  | ENTER   | ENGAGE   |   | EXIT  |
|-------------------|---|---|--|---|---|
| STEPS             | <p>Their insight into how their emotional makeup influences patient care.</p> | <p>Searching best Product on Market</p>   | <p>Browsing the Best Product</p>                     | <p>Suitable for the customer Point of views</p>     | <p>At the end the our customer Follow Proper Medication</p>                     |
| INTERACTION       | <p>At the hospital</p> <p>ByCaretakers</p>                                    | <p>A Smart Medicine Box</p>   | <p>Managing Patirnts Prescription</p>                | <p>Reminding About the Insulin</p>                  | <p>Caretaker Free from 24/7 monitoring</p>                                      |
| GOALS             | <p>Solution For Proper medication Reminder</p>                                | <p>It Begins with the self care or patient care to take medicines regularly on time</p> | <p>They take the medication on time</p>              | <p>The caretaker Takes care of Patient</p>          | <p>At the End They find Smart Medicine Box</p>                                  |
| POSITIVE MOMENTS  | <p>Public Suggestions</p>   | <p>User Friendly App Environment</p>  | <p>Proper Notification Via Voice Command</p>         | <p>App Notification to Caretaker</p>                | <p>It Regularly Reminds the Medication Times</p>                                |
| NEGATIVE MOMENTS  | <p>Hard To Find The Best Smart Medicine Box in the Market</p>                 | <p>Difficult to operate the Medic app</p>   | <p>The user Should Keep the Product near to them</p> | <p>Always Will should be in on condition online</p> | <p>A Smart Medicine box with Complex Architecture Only fit Elderly people's</p> |