CUSTOMER JOURNEY MAP:

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