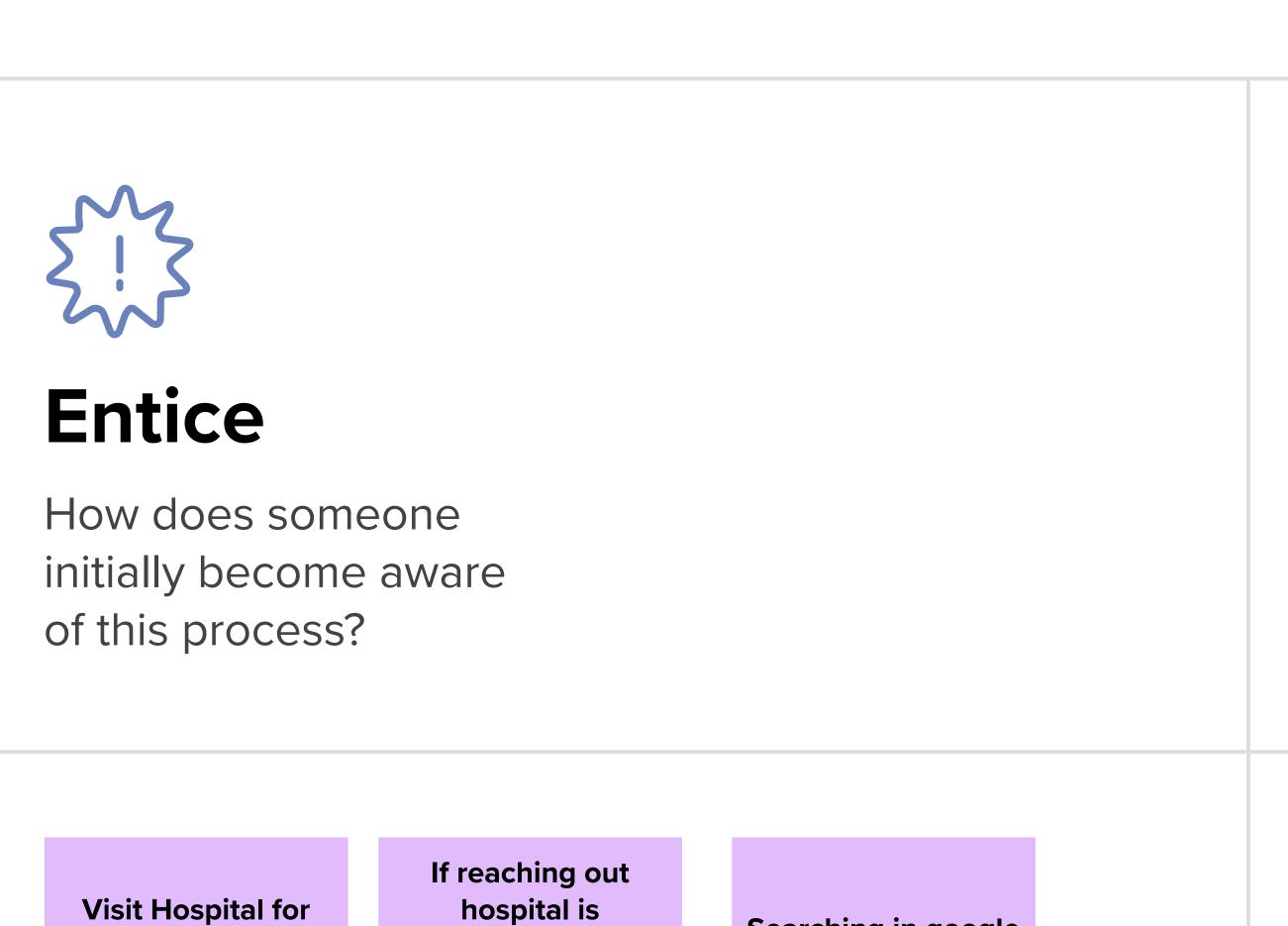
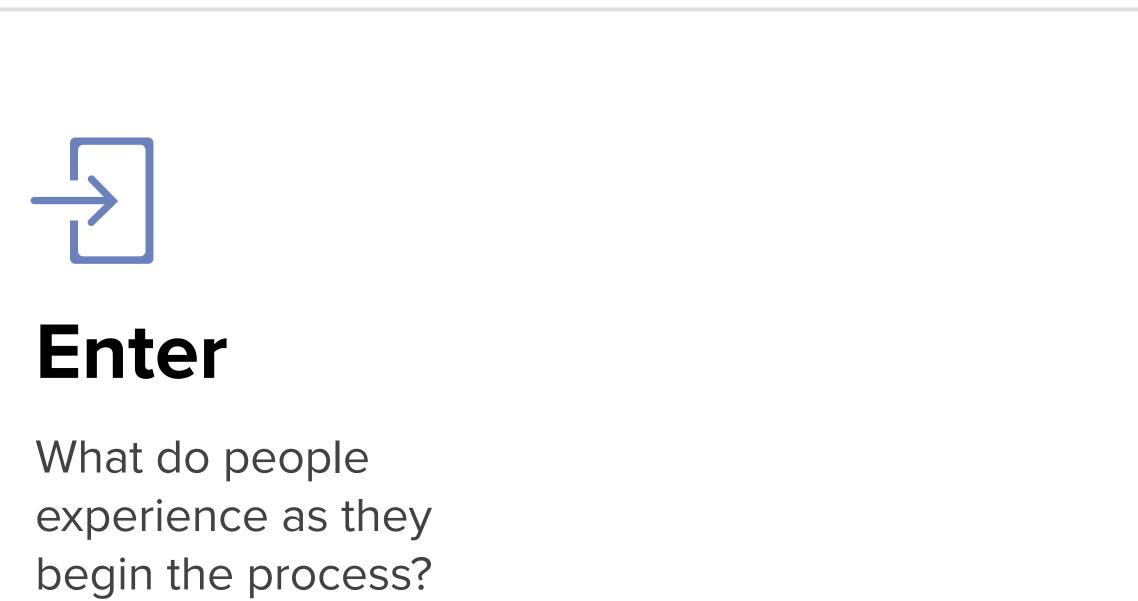
Project Design Phase-II Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID35275
Project Name	Early Detection of Chronic Kidney Disease using
	Machine Learning

Customer Journey Map:

SCENARIO Browsing, booking, attending, and rating a local city tour Interactions physical objects would they use? **Goals & motivations**





Confirm payment

checkup

As the checkup

starts,you need to confirm some

Start the checkup

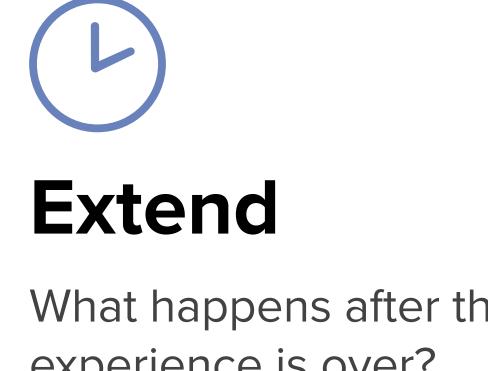


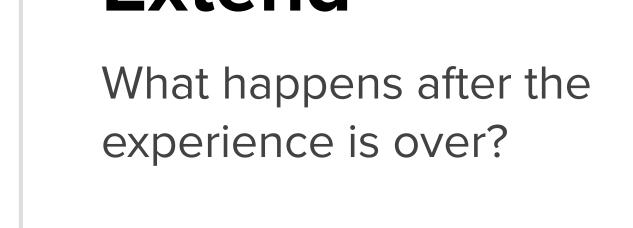
Contact labaratory regarding result



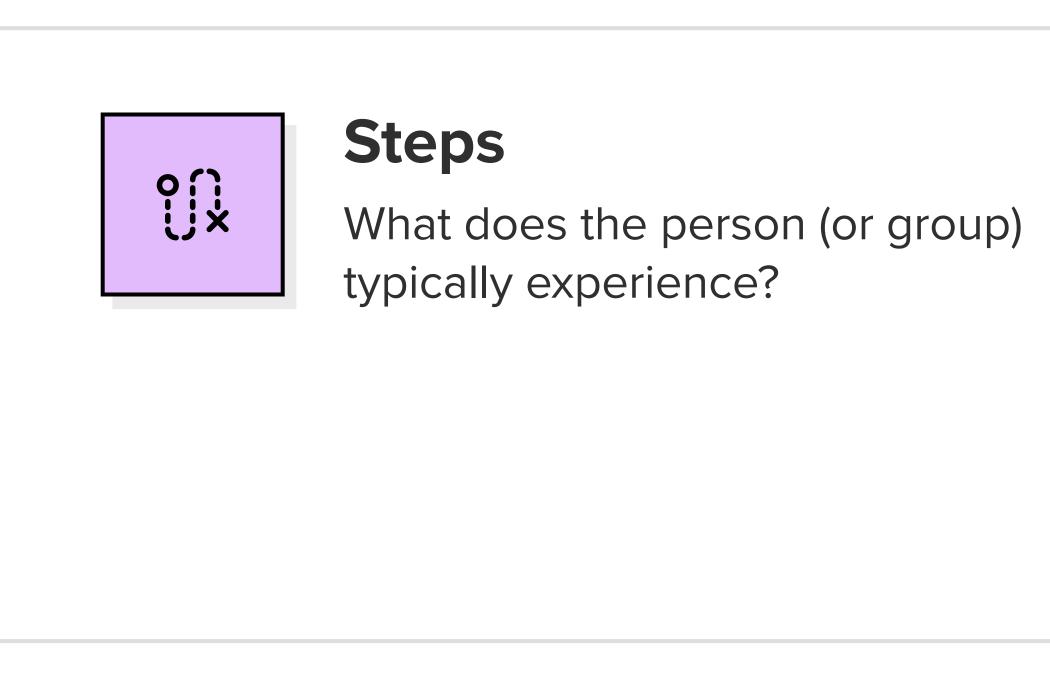
If further tests

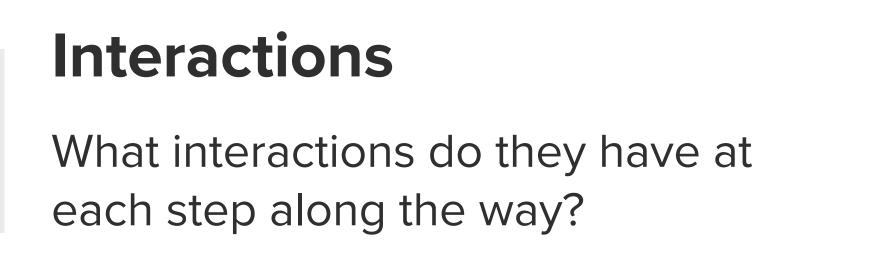
will be notified



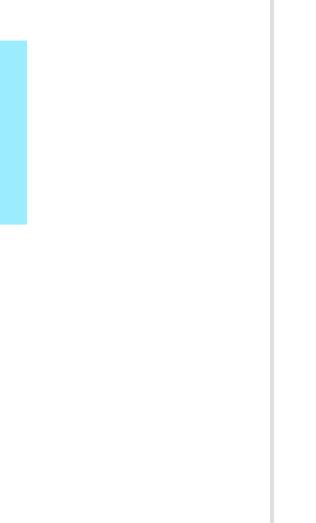


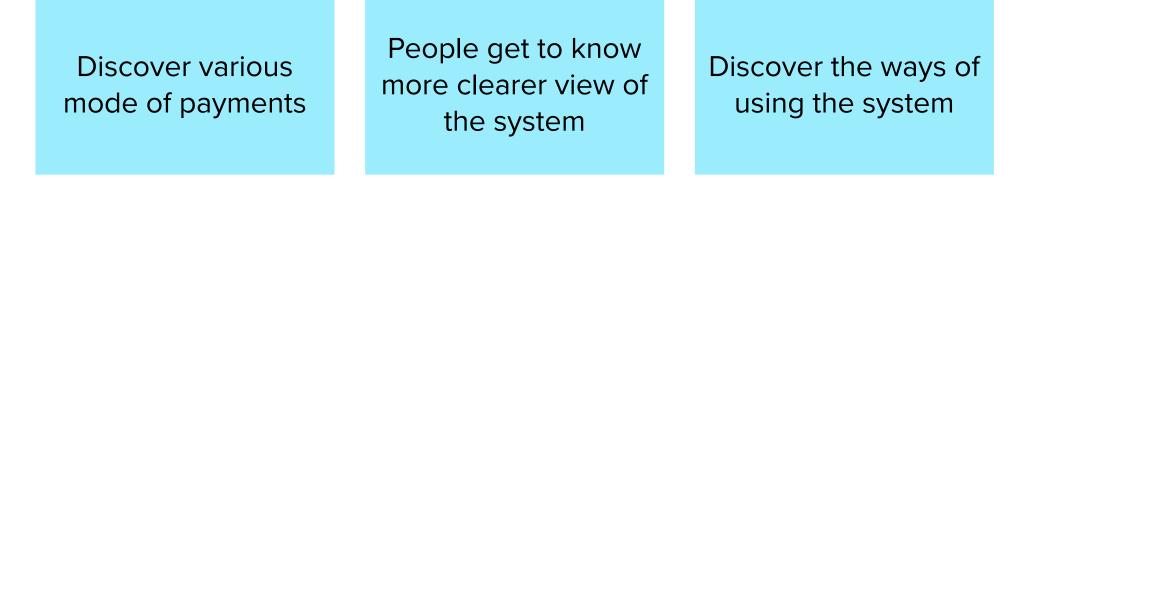
Fill the feedback

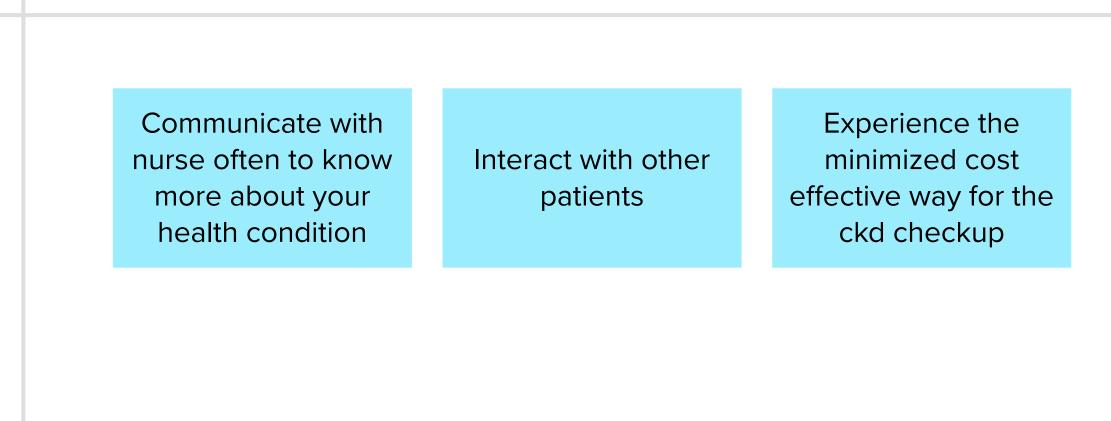




- People: Who do they see or talk to?
- Places: Where are they? Things: What digital touchpoints or
- Accuracy of the When result will be software Contact with doctors and labaratory



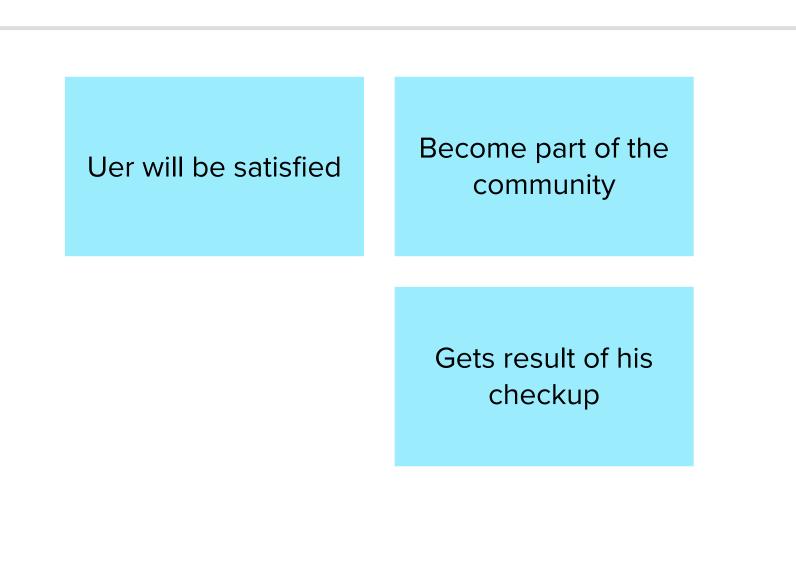




in the process, what

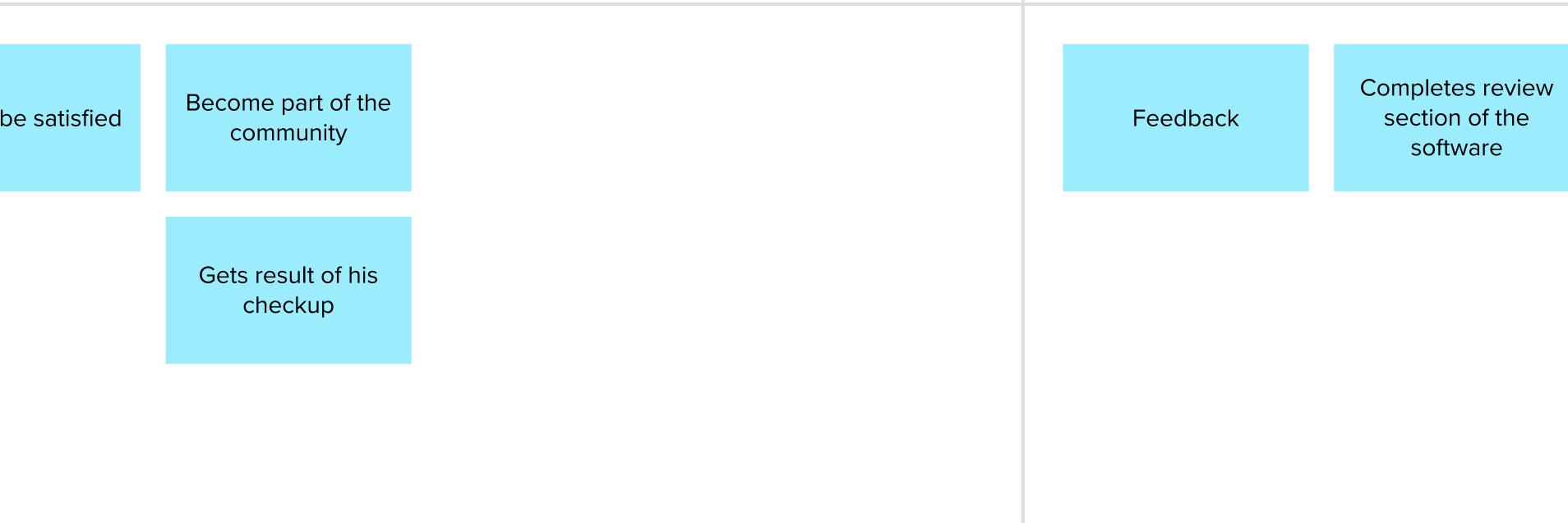
happens?

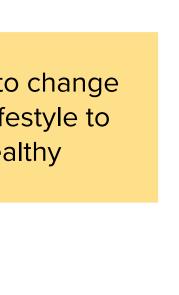
Waiting for result



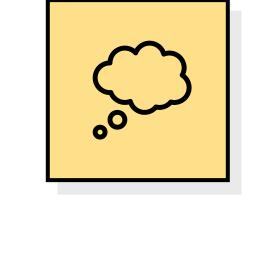
Further steps has to be taken based on

the result

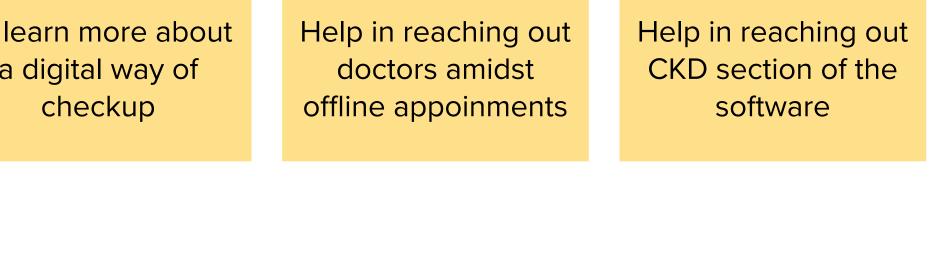


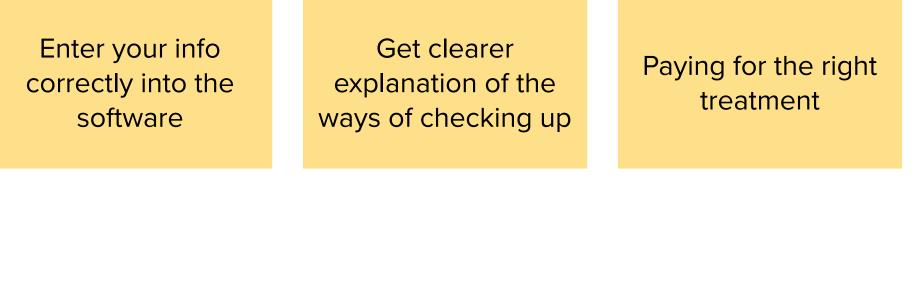


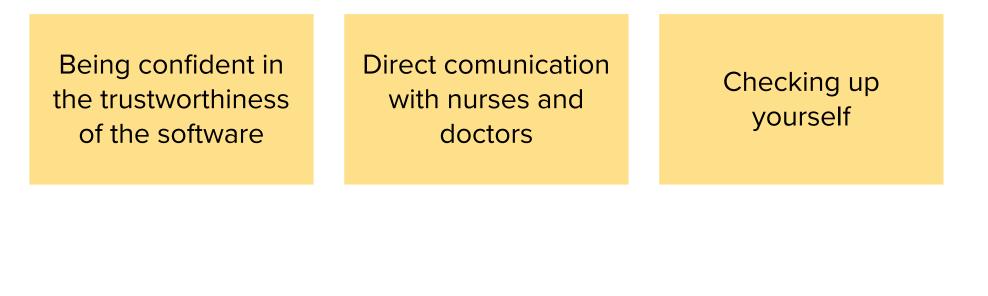


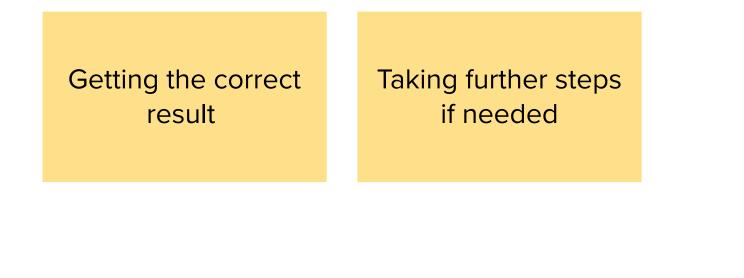


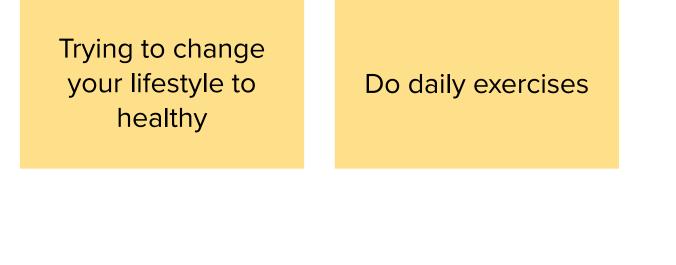
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

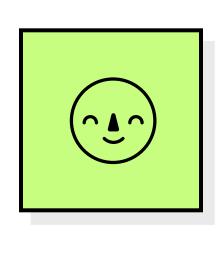






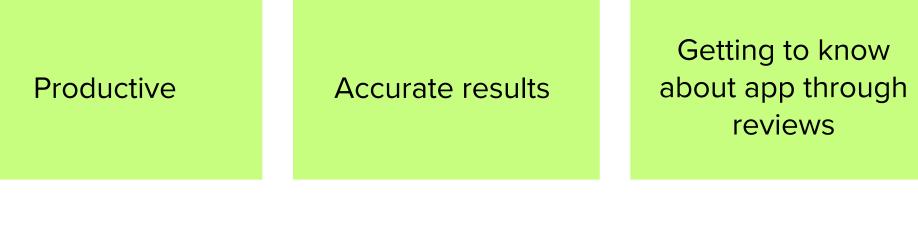


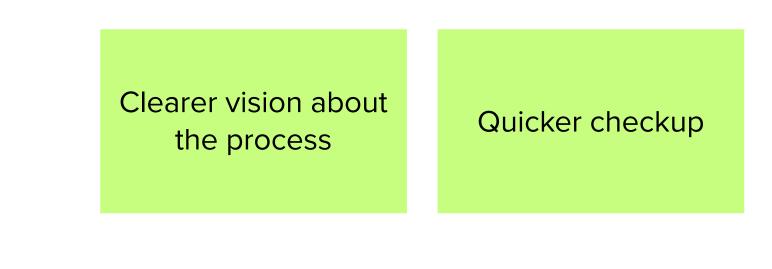


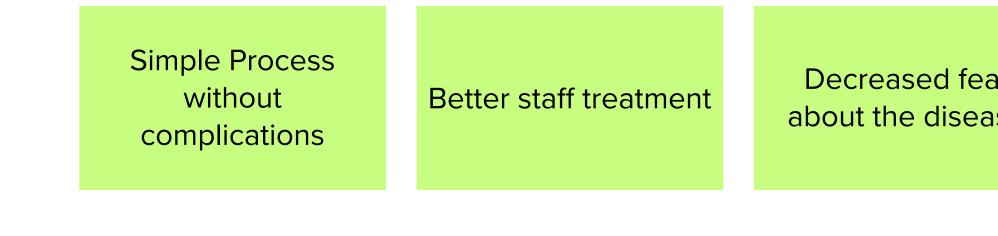


Positive moments

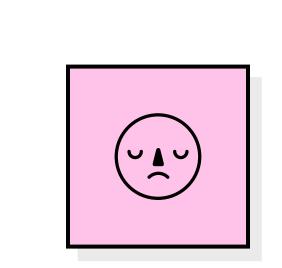
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?











Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

No clearer vision about an online checkup initially If it is an time they don't get an appoinment

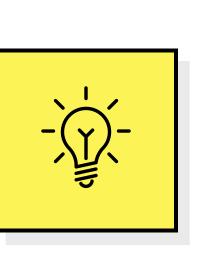
Whether the checkup will be accurate

Is it worthy the amount spent

isn't satisfactory

with a doctor in person

Need to check the reviews about the software



How might we make each step better? What ideas do we have? What have others suggested?