

PROJECT DESIGN PHASE II

CUSTOMER JOURNEY MAP

Team ID	PNT2022TMID46618
Project Name	Personal Assistance for seniors who are self-reliant
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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	They insight into how their emotional, making influences, patient care	Searching Best Product on Market	Browsing the Best Product	Subscribe for the customer Point of view	At the end the our customer Follow Proper Medication
INTERACTION	At the hospital By Caretakers	A Smart Medicine Box	Managing Patients Prescription	Reminding About the Medicine	Caretaker Free from 24/7 monitoring
GOALS	Reduce Eye-Pain Medication Reminders	It Begins with the patient care or patient care to take medication regularly on time	They take the medication on time	The customer Takes care of Patient	At the End They Not Over-Medications
POSITIVE MOMENTS	Reduce Sufferings	User Friendly Eye Treatment	Proper Medication By User Command	App Notification on Careful	It Regularly Reminds the Medication Times
NEGATIVE MOMENTS	Hard To Find The Best Smart Medicine Box in the Market	Difficult to operate the Medication	The user Should Keep the Product near to them	Always APP should be in an available online	A Smart Medicine Box with Complex Application Only/It Always present