Project Design Phase II

Customer Journey Map

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Team ID	PNT2022TMID28768
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 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 awarness 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