

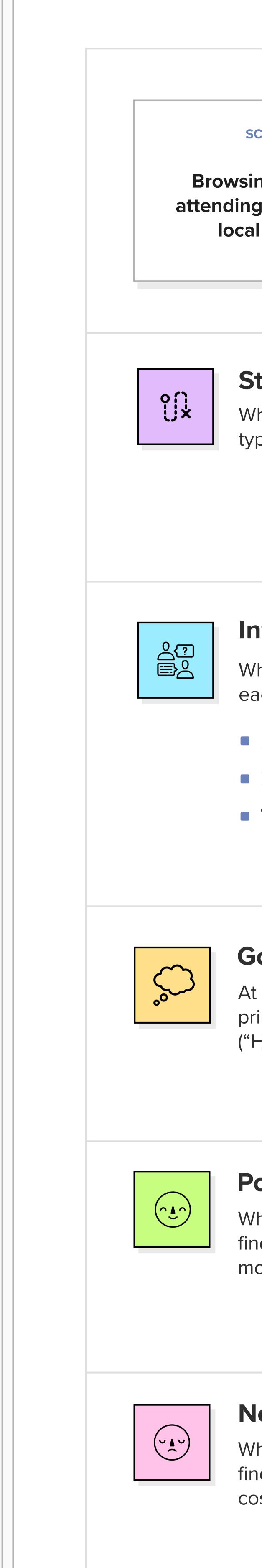
Customer experience journey map

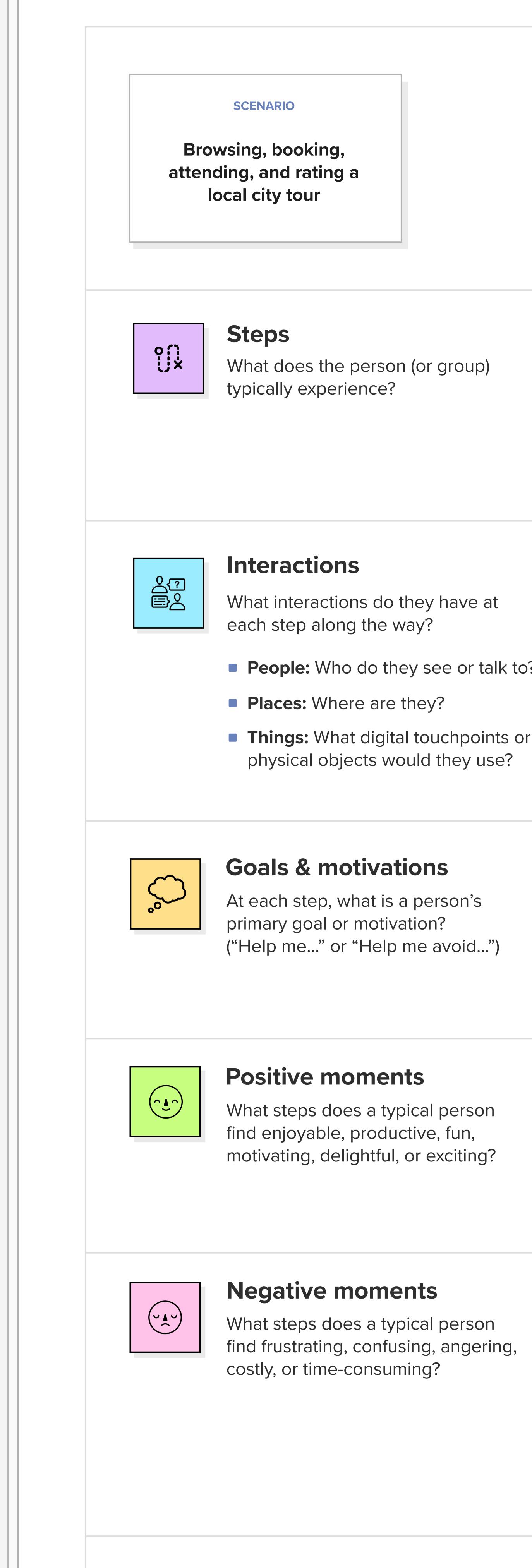
Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

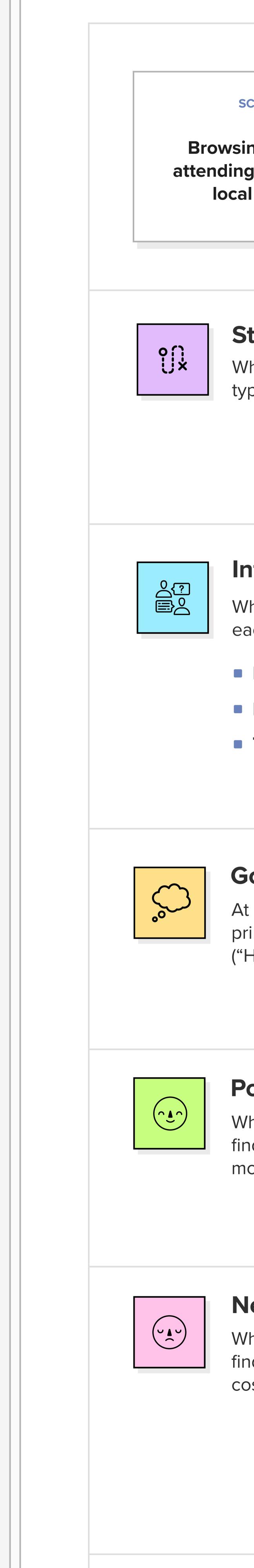
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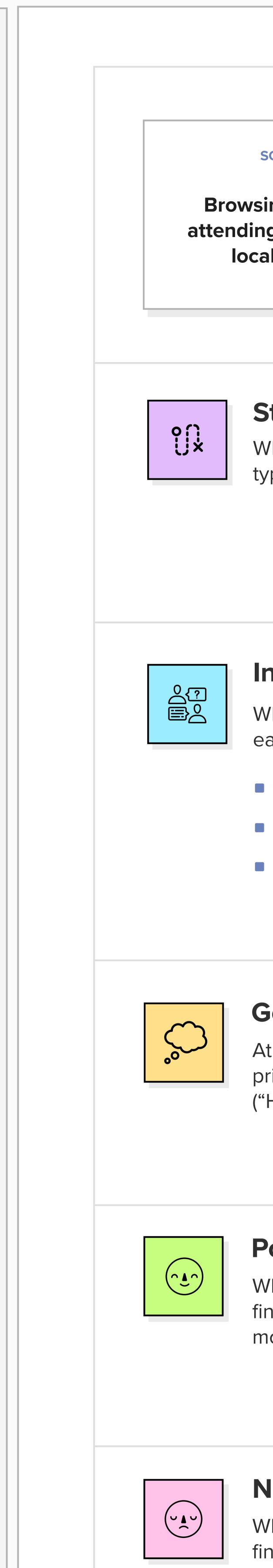


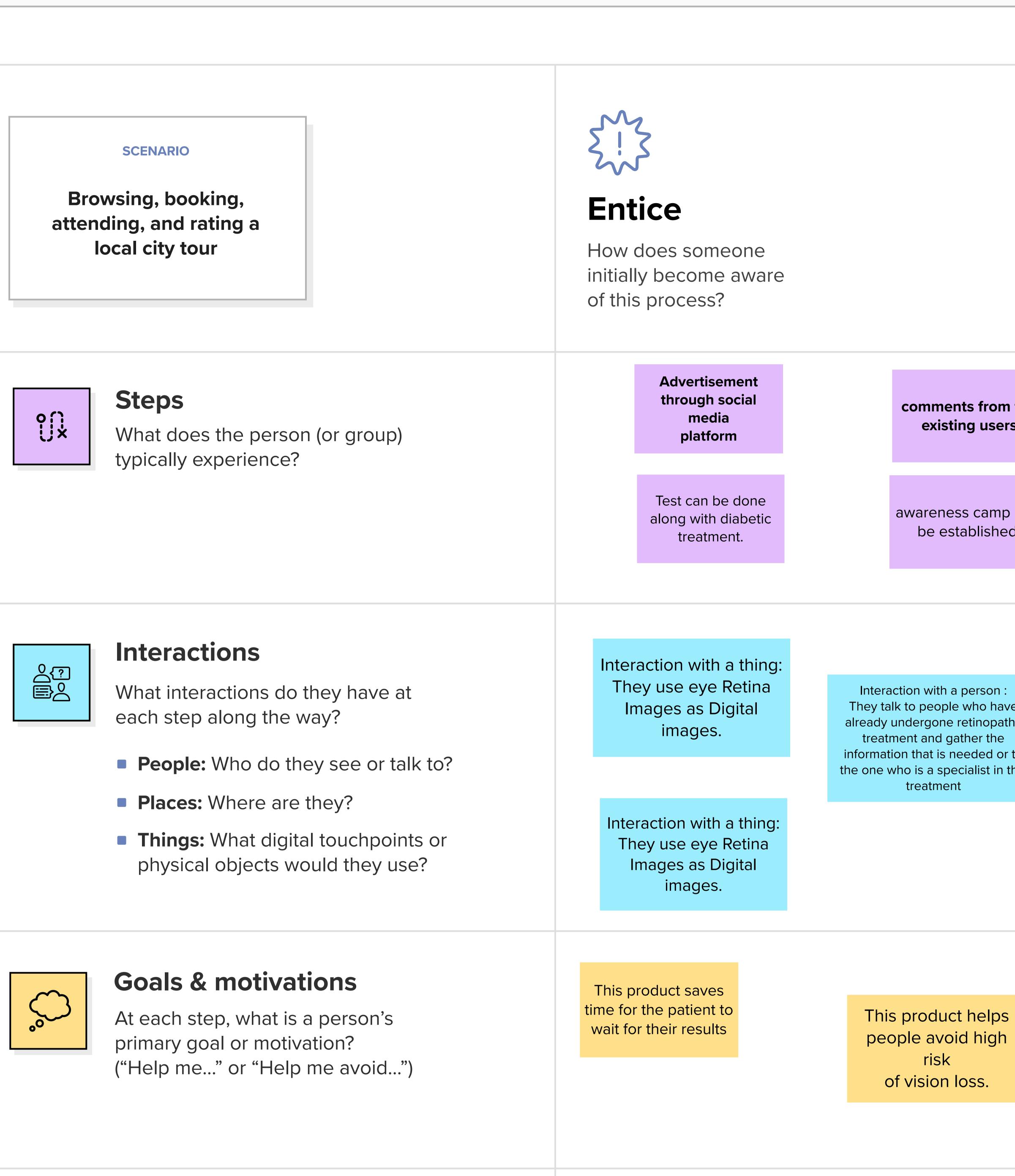
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Interaction with a person: They talk to people who have already undergone retinopathy treatment and gather the formation that is needed or t the one who is a specialist in this

awareness camp can

be established

Exploring various

solutions might

interest some people

to be in the hospital while undergoing treatment

> Less time consuming solution and

> > complicated

procedure.

Enter

What do people

experience as they

begin the process?

The prediction result

be shown in the

Interaction in a

place: They are

supposed

They will feel quite nervous about the

results

to avoid a complicated procedure.

people will get excited

getting to know the

instant

result

Interaction with a

person:

Users may interact

with the patients for

whom the disease

are diagnosed for

As the results arrive in a few seconds, user

Engage

happens?

In the core moments

people will get excited after

getting to know the instant

result which in turn reduces

the complexity rather that

usual treatment

Device

classifying the

disease

Uploading data should

be easy , quick and

easy hadling of data.

saves valuable time

and may parallely

work on other

tasks.

in the process, what

UI of the application is not user friendly for uneducated peoples

> Navigation tools to guide use

Exit

What do people typically experience as the process finishes?

> User will be amazed and thrilled to get fast and accurate results as previously this task was timeconsuming.

> > Detect other diseases too which would lead to faster diagnosis.

> > > Help me

avoid data

leakage.

detect other

diagnosis.

If the process

complicated

user may get

Extend

What happens after the experience is over?

> User may be excited to interact with business partners to implement model at a large scale

> > They try how to expand their products with other business partners.

Helps me to extend the project in large scale and to join with other project patterns.

The model could be extended to diseases too which would lead to faster

which implemented will save lots of cost which may delight the hospital management.

The solutions

If the model prediction does not match the doctors diagnosis, it may cause confusion and stress,

Areas of opportunity

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

Might give TV advertisements to aware

Surveying people and

exploring various

solutions might

interest some people

The user may get

vague responses

which may cause

frustration

may try to adopt awarness

After going through the

advertisement some

consequences that will happen in the future .

might fear the

Procedure explanation the process can be done

If Retinopathy is

identified in

early stages

then it can also

be cured earlier.

Due to gossip

between common

people, people

may fear to share

their medical data

comments for user

messages or emails to the respective patients and doctors about the predicted

better servers to handle the traffic and to store patient's data