

PROJECT DESIGN PHASE - II

CUSTOMER JOURNEY MAP :

| | |
|---------------|--|
| Date | 27 October2022 |
| Team ID | PNT2022TMID48924 |
| Project Name | Personal Assistance for Seniors Who Are Self-Reliant |
| Maximum Marks | 4 Marks |

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 | <p>Their insight into how their emotional makeup influences patient care.</p> | <p>Searching best Product on Market</p> | <p>Browsing the Best Product</p> | <p>Suitable for the customer Point of views</p> | <p>At the end the our customer Follow Proper Medication</p> |
| INTERACTION | <p>At the hospital</p> <p>ByCaretakers</p> | <p>A Smart Medicine Box</p> | <p>Managing Patrints Prescription</p> | <p>Reminding About the Insulin</p> | <p>Caretaker Free from 24/7 monitoring</p> |
| GOALS | <p>Solution For Proper medication Remainder</p> | <p>It Begins with the self care or patient care to take medicines regularly on time</p> | <p>They take the medication on time</p> | <p>The caretaker Takes care of Patient</p> | <p>At the End They find Smart Medicine Box</p> |
| POSITIVE MOMENTS | <p>Public Suggestions</p> | <p>User Friendly App Environment</p> | <p>Proper Notification Via Voice Command</p> | <p>App Notification to Caretaker</p> | <p>It Regularly Reminds the Medication Times</p> |
| NEGATIVE MOMENTS | <p>Hard To Find The Best Smart Medicine Box in the Market</p> | <p>Difficult to operate the Medic app</p> | <p>The user Should Keep the Product near to them</p> | <p>Always Will should be in on condition online</p> | <p>A Smart Medicine box with Complex Architecture Only fit Elderly people's</p> |