

Project Name: Early Detection of Chronic Kidney Disease using Machine Learning Date: 20-October-2022

TEAM ID: PNT2022TMID27011

Chronic Kidney Disease User/ Customer

SCENARIO

Installing, Accessing & Detecting the CKD using App



Entice

How does someone initially become aware of this process?



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?



Extend

What happens after the experience is over?



Steps

What does the person (or group) typically experience?









































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?



The User looks for t guide, often from a distance as they walk closer





Depending on the User and guide, tipping/cash may be involved





Goals & motivations

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





Help me see what I could be doing next



Positive moments

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



Some Test results we are taking are exciting to see

It's reassuring to read reviews written by old patients

Excitement about the checkup ("Here we go!")

We think people like these recommendations because they have an extremely high engagement rate



Negative moments

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























Areas of opportunity How might we make each step

better? What ideas do we have? What have others suggested?





















