

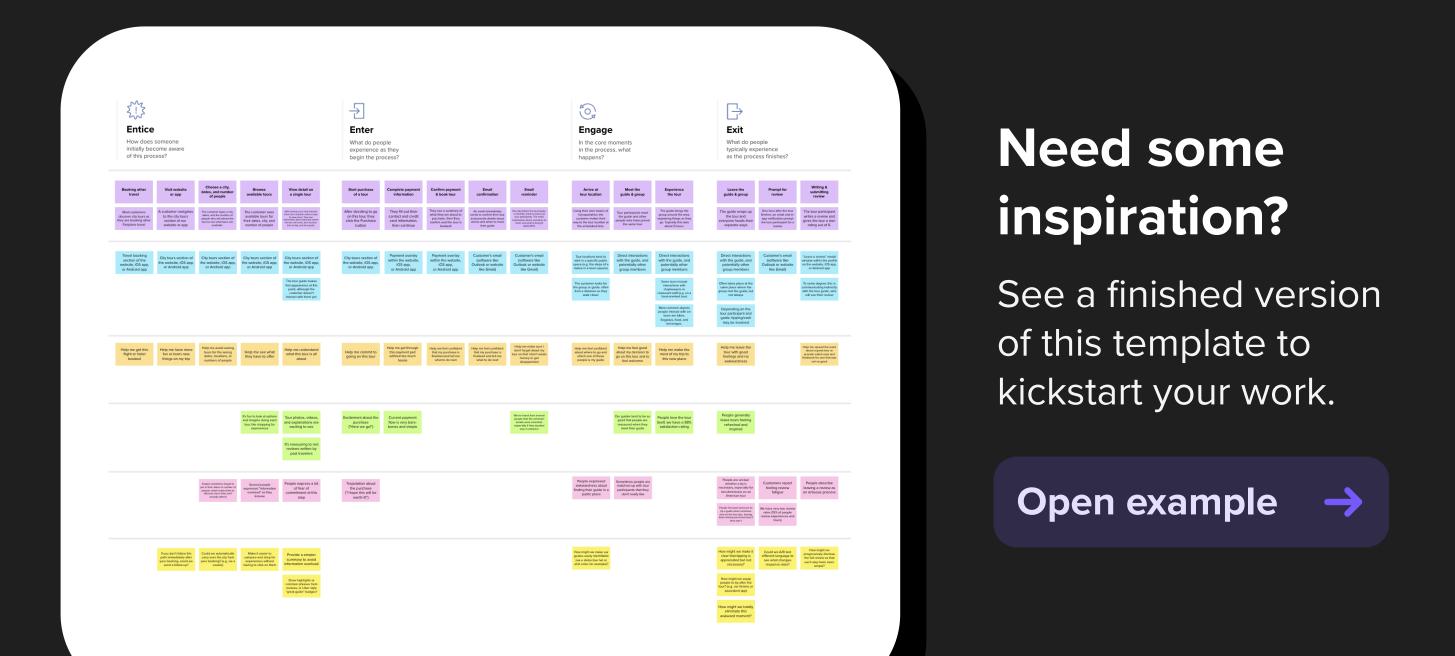
## Customer experience journey map

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.

Created in partnership with

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## 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.

	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	Register as a user  Finding appropriate heart disease prediction system	User gives their problems which includes various parameters as the input to the prediction system	Visualise the pattern of heart disease	Easy to access and visualse the prediction	The predicted is depicted as an interactive dashboard
<ul> <li>Interactions</li> <li>What interactions do they have at each step along the way?</li> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul>	Interactive dashboard for heart disease prediction	Disease prediction at online	Interaction with dashboard	View the results from interactve 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 awareness about my health condtion	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 visualise the prediction	Positive results from the prediction	Clear information and communcation	Detailed explanation about the diseases	Improved Prediction System
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Fear about their health condition	Bewilderment	Trust	User friendly Environment	Knowing health condition from home	Cost effective method
Areas of opportunity	Suggestions to avoid heart diseases	Displaying symptoms related to heart diseases	Healthy lifestyle prediction	Learn about treatment and self care	Staying informed about the diseases	Incorporate new desired Activites