












# Customer/User Journey Map

<div>SCENARIO</div> <div>Browsing, Comparing, Testing, interacting with an application to detect Parkinson's disease</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Website /online ads, social media, information from people</div> <div>Web surfing</div> <div>Testing the application</div> <div>Feedback from users</div> <div>Comparing it with other solutions</div>	<div>Register/Login</div> <div>Upload necessary files</div> <div>Explore the website</div>	<div>Upload necessary input documents</div> <div>Wait for the result to be rendered by the application</div> <div>Analyze the result</div>	<div>Will have a clear idea of disease or not</div> <div>Take necessary treatment if Parkinson's is detected</div>	<div>Gets treatment for the predicted disease</div> <div>Feedback</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><ul style="list-style-type: none"><li>■ <b>People:</b> Who do they see or talk to?</li><li>■ <b>Places:</b> Where are they?</li><li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li></ul></div>	<div>Interaction with those who have already used the website</div> <div>Interactions about the various features of the website</div> <div>About how efficient the website is</div>	<div>Understanding the interaction within the app with feedback from others</div>	<div>What type of input should be uploaded</div>	<div>Gives feedback about the website</div>	<div>Interaction with website for treatment</div> <div>Feedback about the use of the website</div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Early prediction of Parkinson's disease</div> <div>To have an accurate prediction and get treatment accordingly</div>	<div>Understanding how the website works</div>	<div>To have a better understanding of the website</div> <div>To know about the various treatment options</div>	<div>Steps to be taken from the prediction result</div>	<div>Decision on the treatment to be taken</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Early prediction</div> <div>Accuracy of the prediction</div>	<div>Accuracy of prediction</div> <div>Treatment options for predicted results</div>	<div>Less complex</div> <div>More accurate prediction</div>	<div>Accurate prediction of the disease</div> <div>Treatment options</div>	<div>Better knowledge about the result</div> <div>Available treatment options</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Doubtful about the prediction results</div> <div>Not able to choose from wide variety of applications</div>	<div>Network Issues</div> <div>Not familiar with usage of digital services and applications</div>	<div>Uploading data Issues</div> <div>Network Issues</div>	<div>Processing Issues</div> <div>Inaccurate predictions</div>	<div>Unavailability of treatment options</div> <div>Negative feedback</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Better UI/UX</div> <div>Even accurate predictions</div>	<div>User friendly</div> <div>Easy procedure</div>	<div>Updated services</div> <div>Should be efficient</div>	<div>Security and privacy should be preserved</div>	<div>Updates about various treatment options</div>