Template

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

Product School

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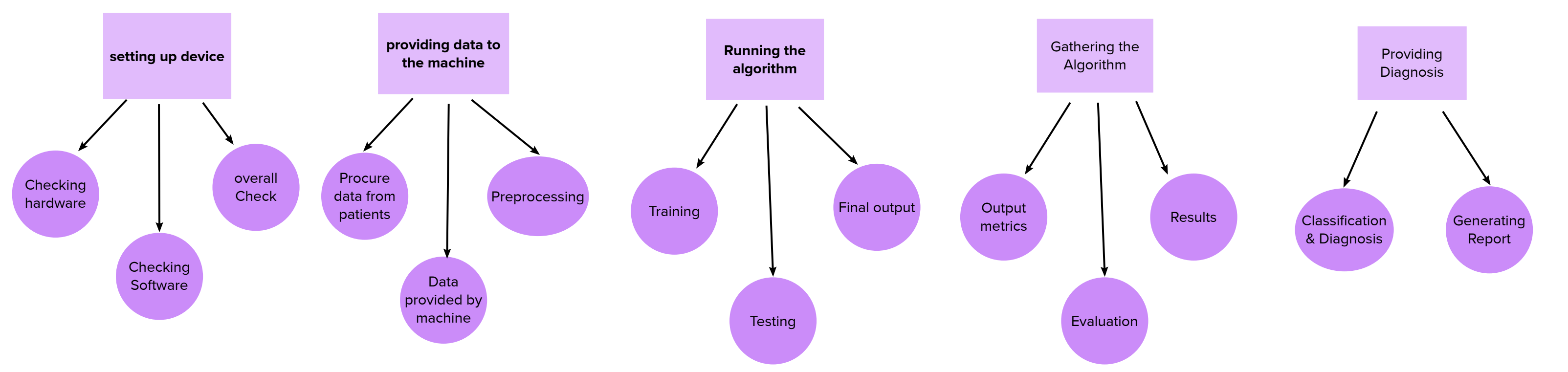
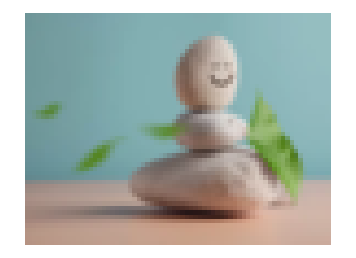
	Entice How does someone initially become aware of this process?	**Enter** What do people experience as they begin the process?	**Engage** In the core moments in the process, what happens?	**Exit** What do people typically experience as the process finishes?	**Extend** What happens after the experience is over?
Steps What does the person (or group) typically experience?	**self awareness** It is the best way to aware	**login** **enter the patient details** **enter demographic & psychographic details** login into particular account or new user create account enter your details enter your name,city,age & personal details	 **setting up device** → Checking hardware; Checking Software; overall Check **providing data to the machine** → Procure data from patients; Data provided by machine; Preprocessing **Running the algorithm** → Training; Testing; Final output Gathering the Algorithm → Output metrics; Evaluation; Results Providing Diagnosis → Classification & Diagnosis; Generating Report	Logout Feedback about experience After finishing the process exit from that After all the process is over people gives the feedback of our experience	 peaceful and enjoyable life after receives experience we could not fear about that disease
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?	person1 → What do they feel? → They want to diagnose person	**What do they do during this experience?** → They check their ECG rates; They provide data to the model		**What are they seeing? Hearing?** ECG signals	If a person feels happy when their treatment is over
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	The main motivation of this study was to implement a deep learning model for the classification of the VF			identifying and detecting the disease	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Analyzing the advanced methods and comparing them based on their performance.			Result should be attained better accuracy, sensitivity, and specificity Successful diagnosis	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	If we find any fault we shoul identifiy the correct problem			If proper treatment is given he/she recover soon	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Procuring a device which helps in diagnosis Data gathering & Successful diagnosis				

Need some inspiration?

See a finished version of this template to kickstart your work.

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