Project Design Phase-II

Customer Journey Map

Date	5 November 2022
Team ID	PNT2022TMID10901
Project Name	Project - Visualizing and Predicting Heart Diseases with an Interactive Dash Board

SCENARIO

Browsing, booking, attending, and rating a local city tour

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?
- first create an user account
- by searching through online
- to find our prediction dashboard
- visualize the information of prediction
- user gives their problems as their input for prediction system
- reviews of the users about prediction system
- easy to access and visualized the prediction

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?
- interactive dashboard for heart disease prediction
- disease prediction in online
- interaction with dashboard
- view the results from interactive 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 condition
- 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 visualize the prediction
- positive results from the prediction
- lear information communication
- 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 — How might we make each step better? What ideas do we have? What have others suggested?
- suggestion to avoid heart diseases
- displaying symptoms related to heart diseases
- healthy lifestyle recommendation
- learn about treatment and self-care
- staying informed about the diseases
- incorporate new desired activities