Project Design Phase-II

Customer Journey

SCENARIO: Browsing, booking, attending, and rating a local city tour	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?	Connect Your Google Account; Choose a plan; With the help our app you and get nutritious plan; In this app you can get expert fitness ideas and stay healthy	You can see the nutrition plan by experts and choose the plan	Sets Alarm; Eats on time; Handles Anxiety	They will give a feedback about this nutrition app	Personalised Recommendation; Personalised Health offers
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?	You can easily communicate with a people nutritionist, dietician and fitness expert	Installs health monitoring apps; Takes nutritious food it is good for your health; From their phone	Avoids oil and sugar products; Concentrates more on your health	Direct interaction with the experts and other members in the group; Leaves review about this app in their profile	Recommendations spam across website,email etc; Customer's email
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Help me to set a goal; Help me to change my perspective; Help me to think fun and variety.	Help me to schedule regular workout time; Helps me to feel confident	Help me to practice regularly; Help me to stay stubborn that i should not skip practice	Help me to leave with good feelings; Help me to leave with good awareness	Helps me to remember those days; Helps me to know what i have done
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	In this App you see the photos, videos, and explanations are exciting to see it	Happiness after personal dietician plan	People love their practice session itself, we have a satisfaction	People generally leave with feeling refreshed and inspired	People like looking back on their past days
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	There is no negative commands in this app	There is no negative commands to enter in this app.	There is no negative commands to engage in this app	People describe leaving a review as an arduous process	There is no negative commands to extend in this app
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	You stay fit healthy and happy and you can achieve within in this time	Monitor nutrition,Track excercise ,Workout and Reduce weight	Provide a simpler summary to avoid information overload	So that each step feels more simple and easier	Help the people celebrate and remember things they've done in the past