Requirement Analysis
Customer Journey Map

Date	25 June 2025
Team ID	LTVIP2025TMID30393
Project Name	HealthAI: Intelligent Healthcare Assistant Using IBM Granite
Maximum Marks	4 Marks

Customer Journey Map

	Input Symptoms	Prediction	Explanation	History
Actions				
Thoughts	Enters symptoms into the app	Receives health prediction	Reads the explanation of the result	Views past results and inputs
Feelings	I need t o find out what mightt be wrong with me	I hope it's som-thing I can man-age at home	This explanation helps me under-stand the result better	It's useful to look back at my previous health predictions
Feelings	I need to find out what might be wrong with	This explanation helps me unders-tand tresult better	It's suseful to look back at my previous health	Its useful to look back at my previ-ous health predictions