

CJM

Steps	Need help	Download App	Registration	To be continued...
Motivation / Drivers	I have a headache and cough, I don't know where to find a specialist for consultation	Get a consultation, Make tests	Get a consultation, Make tests	
Expected result	Find a specialist for consultations near me or online.	Quickly familiarize yourself with the functionality, You can consult online, Choose a doctor by rating and location,	You can get acquainted with the attached application without registration, you can register by using 3-rd services.	
Barriers	I have never tried an online consultation, I am not sure if this option works for me	The functionality of the application will be unclear, Does not inspire confidence.	You will not be able to skip onboarding, you cannot get acquainted with the functionality without registration	
Emotion	😐	😐	😐	
Motivation / Drivers	The app is available on all platforms and has a good rating and reviews	The application is fast, intuitive, convenient	Clear onboarding means familiarization with the functionality. Access to view the application without registration	
Barriers	Bad reviews, hard to find, ugly app	It works slowly, there are few doctors	Onboarding is boring, it's impossible to skip it quickly. Many registration steps.	
Improvement and problem solving	Work on the quality of the application, Follow user feedback and implement the necessary changes. Promote the app. Make a high-quality advertising company. Update the design.	Optimize the application, Add more specialists	Reduce the number of registration steps, collect only the necessary data. Make it possible to use the application without registration. Make it possible to skip onboarding.	

User flow

