Customer Journey Map - DocSpot

Priya

A busy working professional in her 30s who needs timely medical consultations but lacks the time and tools to book appointments efficiently.

Target Users: Patents needing convenient medical consultation booking

Project Obijective: Streamline appointment scheduling for better titent

Project Objective: Streamline appointment scheduling for better patient and doctor

Invv.non: Assess the way with user inssights indoctors svisners and manals

Discover	Discover	Explore	Book	Attend	Review
Search " doctors near me"	✓ Search " "Coctos nearme" ✓ Read online reviews	✓ Browse available doctors fill out filters ✓ Compare doctors by specialization, fees, ratings	✓ Select a doctor, check availability ✓ Multiple calls & long hold times to book	✓ Receive reminders end check in a scher ✓ Complete the appointment inioto	✓ Receive a post-appointment feed-back request ✓ Share a review

Actions	Thoughts	Thoughts& feelngs	Pain Potenttials	Pain Points	Opportunites
❄ No easy way to check doctor avallability	✎ Can I find a doctor quickly ⚘ Can I find a reliable doctor	↻ Comparing doctors is time consuming ✉ Multiple calls & long hold times	▤ Real-time availablity with instant confrmation ❀ Online booking and reminders	● No clear place for my appointment info ◉ Appointment reminders & history at a glance	● Encourraging feedback loops & doctor ratings ✿ Encouraging feedback loops & doctor ratings

Actions	Pain Points	Thoughts	Features	Features	Features
▤ Doctor search & filters ✎ Doctor profiles with ratings	◉ Doctor search & filters ▣ Real-time availability view	✎ Doctor profiles with ratings ◎ Real-time availability view	◉ Doctor search & filters ⑤ Doctor profiles. with ratings	♥ Patient app/portal ✦ Check-in & history access for doctors	◈ Feedback & rating system ➤ Follow-up care recommendations ▦ Customer support chat

Journey Satisfaction