JOURNEY MAP

## BIII's journey map

			Service							Post-Service		
Going home	Low supplies	Going to the pharmacy	Arrival	Waiting	Show QR Code	Medicine confirmation	Payment	Collection	Retrieval	Lunch	Alarms and notes	Home
Bill ANTHONY'S JOU	RNEY											
Going home	Low supplies	Going to the pharmacy	Arrival	Waiting	Show QR Code	Medicine confirmation	Payment	Collection	Retrieval	Lunch	Alarms and notes	Home
Bill BILLS'S DETAILE												
1:00 PM Bill finishes his last morning meeting	Bill's out of medicine and needs to quickly grab some from the pharmacy before lunching	Already having a ready prescription, Bill takes his car and goes first to the pharmacy	1:15 PM Bill arrives at the pharmacy  1:25 PM Bill exists the pharmacy	Bill waits for his turn	Bill shows the QR code. It is scanned and the list of medicine is shown	Bill confirms the medicine he wants to purchase	Bill proceeds to pay the medicine with face recognition and receives a printed receipt with the number to collect the medicine	The robot collects the medicine and gives to the pharmacist assistant.	Bill retrieves the medicine	Bill goes to have lunch with some of his teammates and discusses about the pharmacy service. After lunch, they get back to work.	When Bill gets a break, he takes a look at his prescriptions. He puts alarms/notes on his phone of when and how to take the medicine.	Bill gets back home and takes his medicines, at the appropriate times.
Bill BILL'S STORYBO	ARD											
Q								(P)				
Bill BACKSTAGE LAN	IE											
					Rill is greated and requested to	The pharmacist verifies if the			The assistant validates the			
					Bill is greeted and requested to scan his QR code	prescriber gave permission to change the prescribed medicine for the generic version.			receipt and delivers the medicine to Bill			
						If possible, the pharmacist asks Bill if he prefers the generic version for any of the medicine instead.						
						The pharmacist confirms the medicine to be collected.						
Robot												
								The robots receives information from the system about the medicine, collects them and	The assistant updates the purchase status directly in the robot interface			
								gives them to the pharmacist.				
Bill PREFERRED COM	IMUNICATION											
₽ Face-to-face communication												
Mobile App ·····												
QR code scanner												
Face Recognition scanner												
Bill DEFAULT COMMU	UNICATION											
Face-to-face communication					<b>&amp;</b> •	<b>&amp;</b> •	<b>&amp;</b> •		<b>24</b>			
Mobile app												
QR code scanner												
Pharmacy's system ······												
Face Recognition scanner ······							<b>*</b>					
DIII EMOTIONIA I	IDNEVE											
Bill EMOTIONAL JOU	KNEYS											
Bill DRAMATIC ARC												
					•••••••••••••••••••••••••••••••••••••••							