Customer Journey Map – DocSpot Appointment Booking System

SCENARIO: Browsing, boingtng, atenting, and reviewing a doctor appointment using DocSpot.

	Entice	Enter	Engage	Exit	Extend	
Steps	Booking medical consultation	Visit website/app Website • Login / Register page	**Search Doctor** • Search bar • Filter options	**View Doctor Details** • Doctor profile page	**Book Appoint** • Payment pnawithy • Payment Gateway	
Steps	**Booking medical consultation**	**Website** • Mobile browser	User selects specialization, location, prefted date	User crededs profile, timings, reviews	Direc selects slot and confirms booking	**Payment** (if applicable)
Interactions	Website • Website	• Website • Login / Register page	Website Sv Section flz	Appointment form	Doctor Reception	Rector Reception
Goals & Motivations	Help me quickly find a suitable doctor	Help me create an account easily	Help me find available doctors quickly	Help me secure mainrentations	Help me remember my appointment	Help me have a smooth consultation
Positive Moments	Easy access to doctor search	Simple signup process	Real-time availability shown	Real-time availability shown	Instant reviews	Reduced waiting errors
Positive Moments	Easy access to doctor Search	Enable social login or OTP login	Enable social login or OTP login	Enable social login or OTP login	Add calendar sync option	Frovide multiple payment options
Areas of Opportunity	Show ratings and verified doctor badges	Show ratings and OTP login	Enable social login or OTP login	Reduced waiting time	Live queue status, tracking	Irrelevant suggestions
Steps :	**Receive Confirmation** • Email • Notification	**Receive Confirmath** • Email • Notification	**Email** • Doctor • Reception	**Receive Confirmeton** • Reminder • Notification	Visit Hospital • Doctor • Reception	**Review** • Review form • Email
Areas of Opportunity	Help me remirl and smooth consultation	Help me remember my appointment	Help me have s mooth consultation	Help me have a smooth consultation	Help me find doctors easily in future	Simplify review process