



# Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Created in partnership with



**Product School**

DESIGNED BY  
S. NAVEENAA(TL)  
D. AVANTHIHAA  
S. KANIMOZHI  
M. MONISHA



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AI BASED LOCALIZATION AND CLASSIFICATION OF SKIN DISEASE WITH ERYTHEMA

TEAMID: PNT2022TMID13313

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Symptoms</div> <div>Dry skin, Peeling skin, Rashes, possibly with itchiness or pain.</div> <div>Getting suggestion</div> <div>Getting solution form from family and collaboration</div> <div>Searching on websites</div> <div>Searching via net resources</div>	<div>Information about you</div> <div>From your phone or computer, upload 3 photos of your skin condition</div> <div>Screening</div> <div>It helps you screen your skin symptoms</div> <div>Answer your question</div> <div>It will help to get personalized answers to your skin condition question.</div>	<div>Upload your photo</div> <div>From your phone or computer, upload 3 photos of your skin condition</div> <div>Ask Questions</div> <div>answer a few questions about your skin condition</div> <div>Get information</div> <div>Using what it has learned from millions of skin-released images, Dreamiest then looks for signs of various skin conditions in condition your skin condition</div>	<div>About</div> <div>They will get to know about the type of skin disease</div> <div>Causes</div> <div>the causes for that particular skin disease</div> <div>Treatments</div> <div>They will come to know about correct treatment method.</div>	<div>Dermatologist</div> <div>If the skin disease is very series means the should meet the dermatologist</div> <div>Cure</div> <div>the dermatologist will cure the skin disease</div> <div>Relief</div> <div>They will be get relief from that problem.</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?<ul style="list-style-type: none"><li>■ People: Who do they see or talk to?</li><li>■ Places: Where are they?</li><li>■ Things: What digital touchpoints or physical objects would they use?</li></ul></div>	<div>By their friends, family and colleagues</div> <div>With the help of internet</div>	<div>Find the apps in app store.</div> <div>Description in the review.</div>	<div>The pictures where uploaded by myself.</div> <div>Uploading pictures by any computer or phone.</div>	<div>Consulting a person who have better knowledge about it.</div> <div>Getting Similar photos and detecting correct type of skin disease</div>	<div>Consulting a best dermatologist</div> <div>Continuous monitoring.</div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Want to find information quickly.</div> <div>It should be really useful.</div>	<div>Description should be clear.</div> <div>Reviews to be positive.</div>	<div>Understand the benefits of using this.</div> <div>Quick access to information.</div>	<div>Information's to be accurate.</div> <div>the data is identified and captured correctly.</div>	<div>To get a better solution.</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Detection of skin disease has several advantages over treatment</div> <div>Farley detection reduces disfigurement</div>	<div>Reducing the size and extent of surgical removal</div> <div>Reduces side effects</div>	<div>Reduce late-stage patients experience from systemic therapies.</div> <div>They will get motivation the dermatologist.</div>	<div>They feel relief</div> <div>They will get early treatments.</div>	<div>They will feel protective.</div> <div>They will feel delightful after cured.</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>They will get confused before knowing the disease.</div> <div>They will get many suggestions from many people.</div>	<div>He will be getting anger if not get a correct solution</div> <div>Many people not have faith on apps detection</div>	<div>They get worried about accurate detection.</div> <div>Their will be a l fear of the detection using apps.</div>	<div>If the result is not accurate it could lead to a misdiagnosis</div> <div>If the result is not accurate means delay in diagnosing skin cancer.</div>	<div>can't predict low or high risk.</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Simple Registration form.</div> <div>Fast and convenient training system to tell you how to use al the functionality.</div>	<div>Skin database with verified images and easily accessible care information.</div> <div>Identifier of a skin disease by photo.</div> <div>Accessible sections with reminder.</div>	<div>Is that telling the type of skin disease and thestage of disease?</div>	<div>When identifying a disease by the photo or video it offers the most obvious variant of diseases.</div>	<div>Reminder for taking medicines</div>