



Customer experience journey map

This is a textbox...

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A novel method for handwritten digit recognition with neural networks

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As you add steps to the experience, move each thes "Five Es" the left or right depending on the scenario you are documenting.

	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Visit website upload image Scan image The client accesses our website's upload section. If the customer has a soft copy of the image, he must upload it. The client must scan the handwritten numbers	begin scanning/uploading images The customer will either upload the photograph if he wants to or scan it instead. Observe the result The user will see the digital product.	Checking the image Process the image After the correct recognition of digits, the customer will be satisfed After checking the image, it will start processing the image. After successfull recognition of digits, the customer will be satisfed, since they got their recognized digits correctly	After the correct recognition of digits, the customer will be satisfed	The customer can share information with their friends and neighbours after using our userfriendly website.
Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	Upload image section of the website Digitized output section of the website Digitized output section of the website	Upload image section of the website output section of the website	Pop up message of website Output section of website	Exchanges with the banker	On-site recommendations are widespread
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Help me locate the appropriate webpage. Help me to identify handwritten digits Help me to avoid wrong recognition of handwritten digits	Help me scan or upload the image Help me to recognize the digits	Help me to check whether the uploaded image is correct or not Help me to feel confdent about recognized digits	Help me feel nice and satisfied once I exit the website.	Please assist me in encouraging others to use the website.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	When the digits are accurately identified, it will be exciting. it's productive when the digits are recognized fastly	Excitement for digit recognition It's very essential to get correct recognition of digit	This application tends to be good, since the digits are recognized correctly We get a satisfaction feeling after getting correct result	People are happy as they exit the application.	We believe that individuals are satisfied, which is why they enjoy these recommendations.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Sometimes, people upload incorrect photos. Some people show some anxiety about having their numbers identified accurately.	People may find it challenging to upload or scan the image.	While the image is being digested, people experience peer pressure. Some people are unclear while uploading or scanning the image	NIL	NIL
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Could the upload of incorrect photos result in an error message? Could we get a message when the image is recognized correctly	Could we receive a copy of the photograph we uploaded?	Could we get any help during the process	Could you provide a history of recognised digits?	How can we tell if the customer is happy and satisfied?