

## PROJECT DESIGN PHASE-II

### CUSTOMER JOURNEY MAP

Date	07 October 2022
Team ID	PNT2022TMID39288
Project Title	Project - A GESTURE BASED TOOL FOR STERILE BROWSING OF RADIOLOGY IMAGES

SCENARIO	Entice	Enter	Engage	Exit	Extend
<b>Steps</b>	The result will be related to user action. Find solution. User requirement and installation.	The doctors learn to use our app. User finds how actions are reflected on work done.	Start to use our app. Model makes the prediction	Prompt for feedback. Submitting the feedback	Test model with more use cases. Recommended to other hospital.
<b>Interactions</b>	Traditional, Social media, blogs and workspaces	Word of mouth, website, social media	Website, mobile app, phone	Laptops, PCs, tablets	Word of mouth, social media, review sites
<b>Goals &amp; motivations</b>	Find out the existing solution for the problem	Study about the solution and advantages vs disadvantages.	Know the different inputs obtained by mode	Study of correctness of the prediction	improve the accuracy of model
<b>Positive moments</b>	Work done easily will make the users happy	Time required for the process is going to be reduced	Exiting to get the actual result from prediction	Delight full to get good response from others	It is productive and applicable to various department
<b>Negative moments</b>	Feels confusing on arranging the all possible data sets	makes frustrated if we get wrong result	Feels angry if required data set is not present there	People will feel it will be costly	People will confuse to invest on new model
<b>Areas of opportunity</b>	Collect whatever data set we make	Getting issues before usage of this model.	Get feedback on improvement of work after usage	Getting improvement ideas from user itself	Get feedback of improvement on user interface