**Customer Journey Map**

Let’s draft a simple **Customer Journey Map** to illustrate how a farmer interacts with your system:

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| **Stage** | **Action** | **Experience** | **Touchpoints** |
| Awareness | Farmer notices sick poultry showing symptoms | Worries about flock health, seeks a solution | Farm, mobile phone |
| Engagement | Opens the mobile AI disease diagnosis app | Easy to use, uploads image & inputs symptoms | Mobile app interface |
| Diagnosis | App classifies disease using transfer learning model | Receives instant disease classification | App result screen |
| Decision Making | Receives suggested treatments and care instructions | Feels reassured with guidance | Treatment recommendations on app |
| Follow-up | Monitors poultry, updates app on recovery status | Confident in farm health management | App health tracking/logging module |

