

Project Title: A Novel Method for Handwritten Digit Recognition System

Team ID: PNT2022TMID41143

Template



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.

Created in partnership with












 **Product School**

 Share template feedback



Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

<div><div>SCENARIO</div><div>Browsing, booking, attending, and rating a local city tour</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div>Visit the Webpage</div><div>Upload the image</div><div>Scan the image</div><div>Customer moves to the upload tab of our webpage</div><div>Customer has to upload the image(Soft Copy)</div><div>Scan the handwritten digits by the customer</div></div>	<div><div>Upload and Scan the image</div><div>Experience the output</div><div>If the customer needs to upload the image, he will upload or scan it</div><div>Customer able to see the digitalized output</div></div>	<div><div>Check the image</div><div>Processing the image</div><div>After giving the correct recognition of digits, Customer will satisfied</div><div>Validates the customer has uploaded the correct handwritten image</div><div>Once the image is checked, it will further gone to processing</div><div>After successful result, the customer will get satisfied</div></div>	<div><div>Leave the webpage</div><div>The customer will be satisfied when the correct recognition of digits can done</div></div>	<div><div>Personalized Recommendation</div><div>Experiencing our webpage by user can share this to others</div></div>
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?</div><div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div></div>	<div><div>Upload image tab of the Webpage</div><div>Scan image tab of the webpage</div><div>Digitalized output section of the webpage</div></div>	<div><div>Upload or scan the image phase</div><div>Output phase</div></div>	<div><div>Pop up message of the webpage</div><div>Output section of the webpage</div></div>	<div><div>Interact with the banker</div></div>	<div><div>Recommendation span across website</div></div>
<div><div></div><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div>Find the right website</div><div>Identify handwritten digits</div><div>Avoid Mismatch recognition of handwritten digits</div></div>	<div><div>Help me to upload the image and scan the image</div><div>Identify the recognize the digits</div></div>	<div><div>Checking the image uploaded is correct or not</div><div>Gives confident about recognized digits</div></div>	<div><div>Leave the webpage with satisfaction</div></div>	<div><div>Suggest others to make use of this</div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div>Excites when the digits are recognized correctly</div><div>Productive when the digits are recognized fast</div></div>	<div><div>Excitement for digit recognition</div><div>Essential to get accurate recognition of digits</div></div>	<div><div>The application get good when the digits are recognized accurately</div><div>Satisfaction feeling after giving correct result</div></div>	<div><div>People get delighted when leaving the application</div></div>	<div><div>Though people like this recommendations because they are satisfied</div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div>At Sometimes the upload could be wrong</div><div>Express a bit of fear of digits to be recognized correctly</div><div>In some cases the images is blurred</div></div>	<div><div>someone can feel difficult to upload and scan the image</div></div>	<div><div>Some people might not clear while upload or scanning the image</div><div>Feels some pressure while the image is being processed</div></div>		
<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>	<div><div>Get an error message when upload the wrong images</div><div>Get a message when the image is recognized correctly</div></div>	<div><div>can we able to view the image what we upload</div></div>	<div><div>Get any help during the process</div></div>	<div><div>Can get the history of recognized digits</div></div>	<div><div>How to know that the customer feels satisfied</div></div>

