Project Design Phase - II

Customer Journey Map

| Creating a Gesture based Desktop Automation using AI Model to predict hand Gestures | 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? | Find Solution User requirement and installation The result will be related to user action. | 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 Recommend to other more use cases hospital. |
| 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? | Traditional Social Media Workspaces Blogs | Word of mouth Social Media Website | Website Phone Mobile app | Laptops Tablets PCs | Word of mouth Review sites Social media |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid") | 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 |
| Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | 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. |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | 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. |
| Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | 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. |