




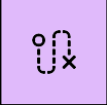







Project Design Phase-II

Customer Journey Map

Date	22 October 2022
Team ID	PNT2022TMID53623
Project Name	Project - A Gesture-based Tool for Sterile Browsing of Radiology Images
Maximum Marks	4 Marks

<div>A Gesture-based Tool for Sterile Browsing of Radiology Images</div>	<div>Entice How does someone initially become aware of this process?</div>	<div>Enter What do people experience as they begin the process?</div>	<div>Engage In the core moments in the process, what happens?</div>	<div>Exit What do people typically experience as the process finishes?</div>	<div>Extend What happens after the experience is over?</div>
<div>Steps What does the person (or group) typically experience?</div>	<div><div>Finding solutions</div><div>To avoid infection patient, the surgeon tries to find a solution</div></div> <div><div>Found the gesture based tool</div><div>The user found that, the gesture based tool is optimal to solve the problem</div></div> <div><div>Listing requirements and installation</div><div>The surgeon needs the for computer with a good webcam and then installing the software</div></div>	<div><div>Browsing the UI</div><div>The user browsing the user interface of our software</div></div> <div><div>Learning</div><div>The surgeon learns to use our software</div></div>	<div><div>Starting to use in real scenario</div><div>The user trusts our software and uses that in real scenario</div></div> <div><div>Experiencing</div><div>The surgeon feels comfortable and convenient</div></div>	<div><div>Prompt for feedback</div><div>After the work done the feedback prompt will be shown to the user</div></div> <div><div>Writing and submitting feedback</div><div>The user writes and gives good feedback and submitting the feedback</div></div>	<div><div>Making his routine</div><div>The user will use the software again when he needs</div></div>
<div>Interactions What interactions do they have at each step along the way?<ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?</div>	<div><div>Asking for suggestions from other surgeons</div></div> <div><div>Visit the website</div></div> <div><div>Download our software</div></div>	<div><div>Interact to the UI</div></div> <div><div>Getting knowledge about software</div></div>	<div><div>Customizing the settings</div></div> <div><div>Changing the action(e.g. image resize,...) for specific gesture</div></div>	<div><div>Again changing the settings that worked wrong</div></div> <div><div>Verifies that the settings has changed</div></div>	<div><div>Recommend this software to other surgeons</div></div>
<div>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>To avoid spreading of infection</div></div> <div><div>To find a good solution for the sterile browsing of radiology images</div></div>	<div><div>To learn about our software</div></div> <div><div>To practice to give gesture inputs</div></div>	<div><div>To complete his need(Browsing of radiology images)</div></div> <div><div>To avoid complexity</div></div>	<div><div>To verify the accuracy of the software</div></div> <div><div>Trying to improve the software by giving different input gestures</div></div>	<div><div>Tweaking some configurations</div></div>
<div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>Work can be easily done</div></div> <div><div>Prevents infection</div></div> <div><div>Computer with simple webcam is enough</div></div>	<div><div>Good and friendly UI</div></div> <div><div>No big configurations needed</div></div>	<div><div>Mostly accurate</div></div> <div><div>Best performant</div></div>	<div><div>Work done easily</div></div>	<div><div>It is productive applicable in various departments</div></div> <div><div>Worth to suggest for other surgeons</div></div>
<div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>The question arises: Is it better than manual browsing?</div></div> <div><div>The question arises: Does it work with any webcam and computer?</div></div>	<div><div>The user has to remember the various gestures</div></div> <div><div>It is not precise and sometimes it is vague</div></div>	<div><div>It is less accurate sometimes</div></div> <div><div>Focus issues occur sometimes while scanning gesture with low quality webcam</div></div>	<div><div>The user should tweak some settings in order to make the software accurate at next time</div></div> <div><div>The user should close the software properly this may take some time</div></div>	<div><div>The user will feel inconvenient without this software</div></div>
<div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div>	<div><div>Increase awareness</div></div> <div><div>Adding more details and procedures in the website</div></div>	<div><div>To increase the support for all kind of devices</div></div> <div><div>Increase the support for low quality webcams</div></div>	<div><div>To increase the performance</div></div> <div><div>To make the UI better</div></div> <div><div>We can improve the software to work with low lighting conditions</div></div>	<div><div>The feedback can be obtained</div></div> <div><div>We can collect the input and output data that obtained during process</div></div>	<div><div>We can improve the software with the feedback obtained from the user</div></div> <div><div>We can increase reliability with the collected data</div></div>

