Customer Journey map- A Noval Method for Handwritten Digit Recognition System

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		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?
SCENARIO Browsing, booking, attending, and rating a local city tour						
Steps What does the person (or group) typically experience?		The user visits the application of digit recognition system / The user checks the input if it doesn't understand he visits the website	User can visit IBM Cognative Analysis	Output can be viewed by the user for thr user's input	Convolutional Neural Network is use to get many number of sample test case or trained data	Avoid more than three output showing to the user
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?		Open and get the source of the application in order to use the application	Give the input data to the application to analysis the given dats to the predefine data	Upload the data to the application	Can view the data in in UI of the user display	Avoid displaying more output for single input
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me…"or "Help me avoid…")		Helps the user to understand the text given	Helps to the user and the reader	Helps to the user to get the correct word formation and the correct text of the given input	Helps the user to view the correct sentence	Help me understand what this tour is all about
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?		Easy to use and understand	Avoid showing of more output data	Can view the output data	Store the data in the test case formate	Prevent high risk of showing many data output to the user
Negative moments What steps does a typical person find frustrating, confusing, angering, costly,or time-consuming?		Data issue or similar data	Many number of data with similar	Sometimes may get wrong data or wrong output	All data are viewed by the user	Sometimes doesn't prevent the wrong details
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?		The user enter the input or load the image	Using multiple data and more similar output	User checks the correctness of the sentences and the given output	Flexible to use the application by the user	Python by using anaconda or google collab