PROJECT DESIGN PHASE -II
CUTOMER JOURNEY MAP

TEAM ID	PNT2022TMID27693
PROJECT NAME	A NOVEL METHOD FOR HANDWRITTEN DIGIT RECOGNITION SYSTEM

Scenario Handwritten Digit Recognition	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps — What does the person (or group) typically experience?	user need to register with the website / user can be aware to use this	updating the datasets	analyzing the datasets / identifying the correct image data	receive notification / dashboard management	Display the predicted output
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?	sign in page	mail the account accessibility	add more interface details / every data should be stored / easy to retrieve the data	train the datasets	display the digit that has been recognized
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	keep the data securely / training the data	images visible / collecting the necessary datasets	updating the datas	to identify the image / accurate prediction	reduces the time consumption / increases the performance
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	ease of interface	improved performance / easy to access	time management	large information can be collected	transparency / automated training and testing
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	data integrity	entering the data correctly	problem in network	view the wrong digit	insufficient data to be trained
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	to provide more data integrity	demand on collected data	centralized	training the datasets properly with SVM	collect more datasets to increase accuracy