

Journey Steps	Discovery	Registration	Onboarding and First Use	Outcome
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Reduce manual task</div>	<div>Storing the data in secure website</div>	<div>Take a look at the user interface</div> <div>Upload the images to recognize</div> <div>Predictions are possible</div>	<div>Results are saved</div> <div>Process the result</div> <div>Operator training</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Should be end-to-end encrypted</div> <div>Entering into new technology quit difficult</div>	<div>Confused to choose the appropriate website</div> <div>Ensure whether it is working properly or not</div>	<div>User interface is clean</div> <div>Check whether appropriate images are uploading</div> <div>Helps to increase my prediction score</div>	<div>Delivered to the particular customer</div> <div>Shows the result with accuracy</div> <div>Identification of operators</div>
<b>Customer Feeling</b> What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>	<div>🧠</div>	<div>🤔</div>	<div>😞</div>	<div>🎉</div>
Backstage				
<b>Opportunities</b> What could we improve or introduce?	<div>Make the platform easy to access.</div>	<div>Create a help page for the user.</div>	<div>Make a option to share the results.</div>	<div>Advanced tech-capabilities</div>
<b>Process ownership</b> Who is in the lead on this?	<div>SRINATH S</div>	<div>FRAHISON T</div>	<div>MOHANRAJ A</div>	<div>SRINIVASAN M</div>