Project design phase -II

CUSTOMER JOURNEY MAP

Date	03 october 2022
Team id	PNT2022TMID08467
Project Name	A Novel Method for Handwritten Digit Recognition System
Maximum Marks	4 Marks

simply understanding the customer journey isn't enough. It's best to visualize this complicated journey into a diagram that you and other employees can refer to as a resource. This is where designing a customer journey map comes into play.

Journey Steps Which step of the experience are you describing?	**Discovery** Why do they even start the journey? TO BUID A MODEL TO RECOGNIZE THE HAND WRITTEN DIGITS	**Registration** Why would they trust us? IF THE PERFORMANCE AND ACCURACY IS HIGH,GIVES GOOD PRIDICTIONS	**Onboarding and First Use** How can they feel successful? GETTING HIGH ACCURACY THEN PREVIOUS MODELS	**Sharing** Why would they invite others? TO KOW THE FEEDBACK OFPERMANCE AND DRAW BACK OF OUR MODEL
Actions What does the customer do? What information do they look for? What is their context?	MODEL SHOULD PRIDICT ANY TYPE OF HANWRITTING	BECAUSE HAVING GOOD KNOWLEGE SKILLS CAN LEAD BEST RESULTS	IF MODELS PREDICTING ACURATELY	TO CONTRIBUTE DIFFERENT IDES
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	GRABBING THE CHARACTER TO GRID IS DIFFICULT	PREDICTION OF THE TEXT GIVEN BY USER IS DIFFICULT	GETTING HIIGH ACCURACY IS DIFFICULT	IMPLINETATION OF MODEL IS DIFFICULT
Touchpoint What part of the service do they interact with?	IBM CLOUD SERVICES	DATA BASE	GOOGLE COLAB FOR MODEL DEVELOPMENT	GOOGLE DRIVE FOR STORAGE
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	🤓	🤔	🙄	🥳
Backstage				
Opportunities What could we improve or introduce?	Increase a leading metric by improving	decrease a leading metric by improving TECNICAL SKILLS FOR	Increasea leading metric by improving DEMO	Increase/decrease a leading metric by
Process ownership Who is in the lead on this?	MENTORS OF NALAITHIRAN TEAM	MY TEAM MATES	K.LEELA PAVAN ,NARENDRA	GURU PRASAD, VAMSI PRIYA

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