



## Project Design Phase-II Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID06155
Project Name	Project - A Gesture-based Tool for Sterile Browsing of Radiology Images
Maximum Marks	4 Marks

<div>  <b>Entice</b>  How does someone initially become aware of this process? </div>		<div>  <b>Enter</b>  What do people experience as they begin the process? </div>
<div>  <b>Steps</b>  What does the person (or group) typically experience? </div>		<div> <div> <b>Finding solutions</b>  To avoid infection for patient, the surgeon tries to find a solution </div> <div> <b>Found the gesture based tool</b>  The user found that, the gesture based tool is optimal to solve the problem </div> <div> <b>Listing requirements and installation</b>  The surgeon needs the computer with a good webcam and then installing the software </div> </div>
<div>  <b>Interactions</b>  What interactions do they have at each step along the way?  <ul style="list-style-type: none"> <li><b>People:</b> Who do they see or talk to?</li> <li><b>Places:</b> Where are they?</li> <li><b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul> </div>		<div> <div> <b>Browsing the UI</b>  The user browsing the user interface of our software </div> <div> <b>Learning</b>  The surgeon learns to use our software </div> </div>
<div>  <b>Goals &amp; motivations</b>  At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") </div>		<div> <div> <b>Interact to the UI</b>  Getting knowledge about software </div> </div>
<div>  <b>Positive moments</b>  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? </div>		<div> <div> <b>To avoid spreading of infection</b>  To learn about our software </div> <div> <b>To find a good solution for the sterile browsing of radiology images</b>  To practice to give gesture inputs </div> </div>
<div>  <b>Negative moments</b>  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? </div>		<div> <div> <b>Work can be easily done</b>  Prevents infection  Computer with simple webcam is enough </div> <div> <b>The question arises: Is it better than manual browsing?</b>  The question arises: Does it work with any webcam and computer? </div> </div>
<div>  <b>Areas of opportunity</b>  How might we make each step better? What ideas do we have? What have others suggested? </div>		<div> <div> <b>Good and friendly UI</b>  No big configurations needed </div> <div> <b>The user has to remember the various gestures</b>  It is not precise and sometimes it is vague </div> </div>
		<div> <div> <b>Increase awareness</b>  Adding more details and procedures in the website </div> <div> <b>To increase the support for all kind of devices</b>  Increase the support for low quality webcams </div> </div>

<div data-bbox="292 286 550 443"> <h2>A Gesture-based Tool for Sterile Browsing of Radiology Images</h2> </div>	<div data-bbox="660 271 703 315"> </div> <h3>Engage</h3> <p>In the core moments in the process, what happens?</p>	<div data-bbox="1011 271 1054 315"> </div> <h3>Exit</h3> <p>What do people typically experience as the process finishes?</p>	<div data-bbox="1283 271 1326 315"> </div> <h3>Extend</h3> <p>What happens after the experience is over?</p>
<div data-bbox="271 499 314 544"> </div> <h3>Steps</h3> <p>What does the person (or group) typically experience?</p>	<div data-bbox="660 499 751 544"> <h4>Starting to use in real scenario</h4> <p>The user trusts our software and uses that in real scenario</p> </div> <div data-bbox="783 499 874 544"> <h4>Experiencing</h4> <p>The surgeon feels comfortable and convenient</p> </div>	<div data-bbox="1019 499 1110 544"> <h4>Prompt for feedback</h4> <p>After the work done the feedback prompt will be shown to the user</p> </div> <div data-bbox="1142 499 1233 544"> <h4>Writing and submitting feedback</h4> <p>The user writes and gives good feedback and submitting the feedback</p> </div>	<div data-bbox="1299 499 1390 544"> <h4>Making his routine</h4> <p>The user will use the software again when he needs</p> </div>
<div data-bbox="271 667 314 712"> </div> <h3>Interactions</h3> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li>■ <b>People:</b> Who do they see or talk to?</li> <li>■ <b>Places:</b> Where are they?</li> <li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul>	<div data-bbox="660 667 751 712"> <h4>Customizing the settings</h4> </div> <div data-bbox="783 667 874 712"> <h4>Changing the actions (e.g. image resize, ) for specific gesture</h4> </div>	<div data-bbox="1019 667 1110 712"> <h4>Again changing the settings that worked wrong</h4> </div> <div data-bbox="1142 667 1233 712"> <h4>Verifies that the settings has changed</h4> </div>	<div data-bbox="1299 667 1390 712"> <h4>Recommend this software to other surgeons</h4> </div>
<div data-bbox="271 880 314 925"> </div> <h3>Goals &amp; motivations</h3> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div data-bbox="660 880 751 925"> <h4>To complete his need (Browsing of radiology images)</h4> </div> <div data-bbox="783 880 874 925"> <h4>To avoid complexity</h4> </div>	<div data-bbox="1019 880 1110 925"> <h4>To verify the accuracy of the software</h4> </div> <div data-bbox="1142 880 1233 925"> <h4>Trying to improve the software by giving different input gestures</h4> </div>	<div data-bbox="1299 880 1390 925"> <h4>Tweaking some configurations</h4> </div>
<div data-bbox="271 1025 314 1070"> </div> <h3>Positive moments</h3> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div data-bbox="660 1025 751 1070"> <h4>Mostly accurate</h4> </div> <div data-bbox="783 1025 874 1070"> <h4>Best performant</h4> </div>	<div data-bbox="1019 1025 1110 1070"> <h4>Work done easily</h4> </div>	<div data-bbox="1299 1025 1390 1070"> <h4>It is productive applicable in various departments</h4> </div> <div data-bbox="1406 1025 1497 1070"> <h4>Worth to suggest for other surgeons</h4> </div>
<div data-bbox="271 1171 314 1216"> </div> <h3>Negative moments</h3> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div data-bbox="660 1171 751 1216"> <h4>It is less accurate sometimes</h4> </div> <div data-bbox="783 1171 874 1216"> <h4>Focus issues occur sometimes while scanning gesture with low quality webcam</h4> </div>	<div data-bbox="1019 1171 1110 1216"> <h4>The user should tweak some settings in order to make the software accurate at next time</h4> </div> <div data-bbox="1142 1171 1233 1216"> <h4>The user should close the software properly this may take some time</h4> </div>	<div data-bbox="1299 1171 1390 1216"> <h4>The user will feel inconvenient without this software</h4> </div>
<div data-bbox="271 1317 314 1361"> </div> <h3>Areas of opportunity</h3> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<div data-bbox="660 1317 751 1361"> <h4>To increase the performance</h4> </div> <div data-bbox="783 1317 874 1361"> <h4>To make the UI better</h4> </div> <div data-bbox="890 1317 981 1361"> <h4>We can improve the software to work with low lighting conditions</h4> </div>	<div data-bbox="1019 1317 1110 1361"> <h4>The feedback can be obtained</h4> </div> <div data-bbox="1142 1317 1233 1361"> <h4>We can collect the input and output data that obtained during process</h4> </div>	<div data-bbox="1299 1317 1390 1361"> <h4>We can improve the software with the feedback obtained from the user</h4> </div> <div data-bbox="1406 1317 1497 1361"> <h4>We can increase reliability with the collected data</h4> </div>