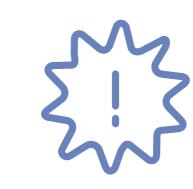
Project Design Phase-II Customer Journey Map

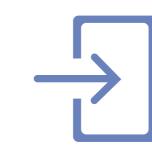
Date	03 October 2022
Team ID	PNT2022TMID06155
Project Name	Project - A Gesture-based Tool for Sterile Browsing of Radiology Images
Maximum Marks	4 Marks

A Gesture-based Tool for Sterile Browsing of Radiology Images



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?



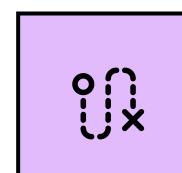
Exit

What do people typically experience as the process finishes?



Extend

What happens after the experience is over?



Steps

What does the person (or group) typically experience?

Finding solutions

To avoid infection

for patient, the

surgeon tries to

find a solution

Found the gesture based

requirements and installation

The surgeon needs the

computer with a good

webcam and then

installing the software

Listing

Browsing the UI

The user browsing

the user interface

of our software

Learning

learns to use

our software

The surgeon The user trusts our

Starting to use in real scenario

The surgeon

Experiencing

feels comfortable

and convenient

Prompt for feedback

After the work

done the feedback

prompt will be

shown to the user

feedback

Writing and

submitting

The user writes and

gives good feedback

and submitting the

feedback

The user will use

the software again

when he needs

Making his

routine

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?

Asking for suggestions from other surgeons

Visit the website

The user found that,

the gesture based

tool is optimal to

solve the problem

Download our software

Interact to the UI

Getting knowledge about software

Customizing the settings

software and uses

that in real

scenario

Changing the action(e.g. image resize,..) for specific gesture

Again changing the settings that worked wrong

Verifies that the settings has changed

Recommend this software to other surgeons



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

To avoid spreading of infection

To find a good solution for the sterile browsing of radiology images

To learn about our software

To practice to give gesture inputs

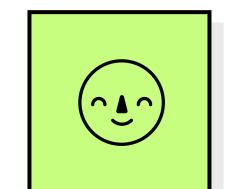
To complete his need(Browsing of radiology images)

To avoid complexity

To verify the accuracy of the software

Trying to improve the software by giving different input gestures

Tweaking some configurations



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Work can be easily done

Prevents infection

Computer with simple webcam is enough

Good and friendly UI

No big configurations needed

Mostly accurate

Best performant Work done easily

It is productive applicable in various departments

Worth to suggest for other surgeons



Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

The question arises: Is it better than manual browsing?

The question arises: Does it work with any webcam and computer?

The user has to remember the various gestures

It is not precise and sometimes it is vague

It is less accurate sometimes

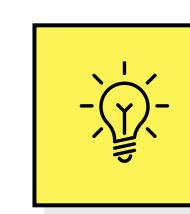
Focus issues occur sometimes while scanning gesture with low quality webcam

The user should tweak some settings in order to make the software accurate at next time

The user should close the software properly this may take some time

inconvenient without this software

The user will feel



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Increase awareness

Adding more details and procedures in the website

To increase the support for all kind of devices

Increase the support for low quality webcams

To increase the performance

To make the UI better

We can improve

the software to

work with low

lighting conditions

The feedback can be obtained

We can collect the input and output data that obtained during process

We can improve the software with the feedback obtained from the user

We can increase reliability with the collected data