

Project Design Phase-II
Customer Journey map

DATE	31October 2022
TEAM ID	PNT2022TMID18363
PROJECT NAME	A Novel Method for Handwritten Digit Recognition System

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the Steps row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with

Share template feedback

© 2022 Project Design Phase-II
All rights reserved.
This is a template version of this document.
To document your work.

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin in the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div> <div>Output section website</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div> <div></div>	<div>Visit website</div> <div>upload image</div> <div>upload image</div> <div>The customer C. The customer has to navigate to that upload the image.</div> <div>Visit website</div>	<div>Scan uploaded/ Experience the Scanning image/ Output</div> <div>Experience the Scanning image/ Output</div> <div>If the customer wants to upload the image, he? The customer will upload</div> <div>It or else he? view the digitized will scan it? output</div>	<div>Checking the image</div> <div>Process the image</div> <div>scan image</div> <div>After the correct recognition of digits, the customer will be satisfied</div> <div>Checks whether customer has uploaded the correct image.</div> <div>The customer has to upload image a, b, c, then the customer will scan image.</div>	<div>Leave the website</div> <div>After the correct recognition of digits, the customer will be satisfied</div>	<div>Personalized Recommendation</div> <div>After experiencing our user friendly website, the customer can share information with their friends and neighbors</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div>Upload image/ Scan image/ section of that. /at the website</div> <div>Scan image section of that. /at the website</div> <div>Digitized output section of the website</div>	<div>Upload or scan image/ section</div> <div>Output section website</div>	<div>Output section website</div> <div>Output section website</div>	<div>Output section website</div>	<div>Output section website</div>
<div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me to find the website</div> <div>Help me to find the digital handwrittern</div> <div>Help me to avoid right website handwritten digits or handwritten digits</div>	<div>Help me to upload or scan the image</div> <div>Help me to or scan the image recognize the digits</div>	<div>Help me whether the about uploaded image is correct or not.</div> <div>Help me to feel the content recognized digits</div>	<div>Help me leave the website with good feelings and satisfaction.</div>	<div>Help me leave the website with good feelings and satisfaction</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>It's exciting when recognized image correctly</div> <div>It's productive when the digits are recognized easily</div>	<div>Excitement for digit recognition</div> <div>It's very essential to get correct recognition of digit.</div>	<div>This application tends to be good, since the digits recognized correctly</div> <div>We get a satisfaction feeling after getting correct result.</div>	<div>People while leaving the application feels delighted</div>	<div>We think people like these recommendations because they are satisfied</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>People sometimes upload wrong images</div> <div>People may upload blurred images correctly</div> <div>People express a bit of fear of digits recognized correctly</div>	<div>People might feel difficult to upload/ scan the image.</div>	<div>Some people are unclear while uploading or scanning image</div> <div>People feel peer pressure while the image is being processed</div>		
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Could we get a error message when the image/ digits uploaded correctly</div> <div>Could we get a message when " message" recognized uploaded correctly</div>	<div>Could we get a image what we uploaded</div>	<div>Could we get any help during the process</div>	<div>Could we get any help during the process</div>	<div>Can we get history of recognized digits</div>

=====

=====