

Project Design Phase-II Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID22043
Project Name	A Novel Method for Handwritten Digit Recognition System

User journey

by the Design Team of Accenture Interactive NL

People
2-9

Time
30 min

Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users.

Phases	Registering and Logging into the webapp		Upload the image		Get the results			
Steps	Go to the website	Register in the website for new user	Login to the website for existing user	Start Uploading	Scanning image	Process the image	Analyse the user inputs and determine the result	
Feelings	<div>Registration is free</div> <div>Technology improvised</div> <div>It's productive when the digits are recognized fastly</div>		Excitement for digit recognition	Essential to get accurate result	We get a satisfaction feeling after getting correct results	People while leaving the application feels delighted		
		Need internet connection	Unclear images, will not give accurate results	Muddle	Stressed	People feel peer pressure while the image is being processed		
Pain points	Network issues	People sometimes upload wrong images	People might feel difficult to upload/scan the image		Some people are unclear while uploading the image			
Opportunities	It is easy and quick.	Could we get a message when the image is recognized correctly	Chance to get the accurate results.		Can we get the history of recognized digits			

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