

# Customer experience journey map

Product School












Share template feedback



## A novel method for handwritten digit recognition with neural networks

Team ID - PNT2022TMID20776



	<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>Engage</b> In the core moments in the process, what happens?</div>	<div> <b>Exit</b> What do people typically experience as the process finishes?</div>	<div> <b>Extend</b> What happens after the experience is over?</div>
<div> <b>Steps</b> What does the person (or group) typically experience?</div>	<div><div></div><div>The client accesses our website's upload section.</div><div>If the customer has a soft copy of the image, he must upload it.</div><div>The client must scan the handwritten numbers</div></div>	<div><div></div><div>The customer will either upload the photograph if he wants to or scan it instead.</div><div>The user will see the digital product.</div></div>	<div><div></div><div>Checks whether customer has uploaded the correct handwritten image</div><div>After checking the image, it will start processing the image.</div><div>After successful recognition of digits, the customer will be satisfied, since they got their recognized digits correctly</div></div>	<div><div></div><div>After the correct recognition of digits, the customer will be satisfied</div></div>	<div><div></div><div>The customer can share information with their friends and neighbours after using our user-friendly website.</div></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><div></div><div>Digitized output section of the website</div><div></div></div>	<div><div></div><div>output section of the website</div></div>	<div><div>Pop up message of website</div><div></div><div>Output section of website</div></div>	<div><div></div><div>Exchanges with the banker</div></div>	<div><div></div><div>On-site recommendations are widespread</div></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><div></div><div></div><div></div><div>Help me to recognize the digits</div></div>	<div><div></div><div>Help me to recognize the digits</div></div>	<div><div></div><div></div><div>Help me to feel confident about recognized digits</div></div>	<div><div></div><div>Help me feel nice and satisfied once I exit the website.</div></div>	<div><div></div><div>Please assist me in encouraging others to use the website.</div></div>
<div><div> <b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div></div><div>exciting.</div><div></div></div>	<div><div></div><div></div><div></div></div>	<div><div></div><div>recognized correctly</div><div></div><div>result</div></div>	<div><div></div><div></div></div>	<div><div></div><div>recommendations.</div></div>
<div><div> <b>Negative moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div>Sometimes, people upload incorrect photos.</div><div></div><div>People might post the blurry pictures.</div><div>Some people show some anxiety about having their numbers identified accurately.</div></div>	<div><div></div><div></div><div></div><div>image.</div></div>	<div><div>While the image is being digested, people experience peer pressure.</div><div></div><div>scanning the image</div></div>	<div><div></div></div>	<div><div></div></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><div></div><div>message?</div><div></div><div>correctly</div></div>	<div><div></div><div>uploaded?</div></div>	<div><div></div><div>process</div></div>	<div><div></div><div>recognised digits?</div></div>	<div><div></div><div>happy and satisfied?</div></div>