




































































## PROJECT DESIGN PHASE – II

### CUSTOMER JOURNEY MAP

DATE	05 OCTOBER 2022
TEAM ID	PNT2022TMID52914
PROJECT NAME	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 this experience is over?
<b>Steps</b>  What does the person (or group) typically experience?	<b>Find solutions</b>  To avoid infection for patient, the surgeon tries to find a solution. Found the gesture based tool. The user found that the gesture based tool is optimal to solve the problem. Using requirements and installation. The surgeon needs the computer with a good webcam at their installing the software.	<b>Browsing the UI</b>  The user using the browsing interface of our software. <b>Learning</b>  The surgeon learns to use our Software.	<b>Starting to use in real scenarios</b>  The user trusts our software and use that in real scenarios. <b>Experiencing</b>  The surgeon feels comfortable and convenient.	<b>Prompt for feedback</b>  After the work done the feedback prompt will be shown to the customer. <b>Writing and submitting feedback</b>  The user writes and gives good feedback and submitting the feedback.	<b>Making his routine</b>  The user will use the Software again when he needs.
<b>Interactions</b>  What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Places:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	<b>Asking for suggestions from other surgeons</b>  <b>Visit the website</b>  <b>Download our software</b> 	<b>Interact to the UI</b>  <b>Getting knowledge about software</b> 	<b>Customize the settings</b>  <b>changing the action (e.g. image resize...) for specific gesture</b> 	<b>Again changing the settings that worked wrong</b>  <b>Verifies that the settings has changed</b> 	<b>Recommend this Software to other Surgeons</b> 
<b>Goals &amp; motivations</b>  At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<b>To avoid spreading of infection</b>  <b>To find a good solution for the sterile browsing of radiology images</b> 	<b>To learn about our software</b>  <b>To practice to give gesture inputs</b> 	<b>To complete his need (browsing of radiology images)</b>  <b>To avoid complexity</b> 	<b>To verify the accuracy of the software</b>  <b>Trying to improve the software by giving different input gestures</b> 	<b>Tweaking some configurations</b> 
<b>Positive moments</b>  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<b>Work can be easily done</b>  <b>Prevents infection</b>  <b>Computer with simple webcam is enough</b> 	<b>Good and friendly UI</b>  <b>No big configurations needed</b> 	<b>Mostly accurate</b>  <b>Best performance</b> 	<b>Work done easily</b> 	<b>It is productive applicable in various departments</b>  <b>Worth to suggest for other surgeons</b> 
<b>Negative moments</b>  What steps does a typical person find frustrating, confusing, angering, costly, or time consuming?	<b>The question arises: Is it better than manual browsing?</b>  <b>The question arises: Does it work with any webcam and computer?</b> 	<b>The user has to remember the various gestures</b>  <b>It is not precise and sometimes it is vague</b> 	<b>It is less accurate sometimes</b>  <b>Focus issues occur sometimes while scanning gesture with low quality webcam</b> 	<b>The user should break some settings in order to make the software accurate at next time</b>  <b>The user should close the software properly this may take some time</b> 	<b>The user will feel inconvenient without this software</b> 
<b>Areas of opportunity</b>  How might we make each step better? What ideas do we have? What have others suggested?	<b>Increase awareness</b>  <b>Adding more details and procedures in the website</b> 	<b>To increase the support for all kind of devices</b>  <b>Increase the support for low quality webcams</b> 	<b>To increase the performance</b>  <b>To make the UI better</b>  <b>We can improve the software to work with low lighting conditions</b> 	<b>The feedback can be obtained</b>  <b>We can collect the input and output data that obtained during process</b> 	<b>We can improve the software with the feedback obtained from the user</b>  <b>We can increase reliability with the collected data</b> 