

Project Design Phase-II
Customer Journey

Date	11 October 2022
Team ID	PNT2022TMID16765
Project Name	AI-based localization and classification of skin disease with erythema
Maximum Marks	4 Marks



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](#)



Need some inspiration?

See a finished version of this template to kickstart your work.

[Open example](#) →





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.

<p>SCENARIO</p> <p>Browsing, booking, attending, and rating a local city tour</p>	<p>Entice</p> <p>How does someone initially become aware of this process?</p>						
<p>Steps</p> <p>What does the person (or group) typically experience?</p>	<table border="1"> <tr> <td>Searching through the Internet</td> <td>Getting Suggestion</td> <td>Symptoms</td> </tr> <tr> <td>Most people find search through the Internet for solution</td> <td>Getting suggestion from friends, family and social media</td> <td>Then body will react to the disease and the symptoms attack.</td> </tr> </table>	Searching through the Internet	Getting Suggestion	Symptoms	Most people find search through the Internet for solution	Getting suggestion from friends, family and social media	Then body will react to the disease and the symptoms attack.
Searching through the Internet	Getting Suggestion	Symptoms					
Most people find search through the Internet for solution	Getting suggestion from friends, family and social media	Then body will react to the disease and the symptoms attack.					
<p>Interactions</p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<table border="1"> <tr> <td>People know out website based on your experience or told by the word</td> <td>Interacting via internet</td> </tr> <tr> <td>People scan disease and then know what disease they have</td> <td></td> </tr> </table>	People know out website based on your experience or told by the word	Interacting via internet	People scan disease and then know what disease they have			
People know out website based on your experience or told by the word	Interacting via internet						
People scan disease and then know what disease they have							
<p>Goals & motivations</p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<table border="1"> <tr> <td>The Goal is to provide better way for the people in search of good website about skin diseases</td> <td>The people's goal is to find a better site for their questions about skin problems</td> </tr> </table>	The Goal is to provide better way for the people in search of good website about skin diseases	The people's goal is to find a better site for their questions about skin problems				
The Goal is to provide better way for the people in search of good website about skin diseases	The people's goal is to find a better site for their questions about skin problems						
<p>Positive moments</p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<table border="1"> <tr> <td>apply pre-work cream before starting a work period</td> <td>apply conditioning cream after washing a hands</td> </tr> </table>	apply pre-work cream before starting a work period	apply conditioning cream after washing a hands				
apply pre-work cream before starting a work period	apply conditioning cream after washing a hands						
<p>Negative moments</p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<table border="1"> <tr> <td>Sometimes there might be confusion of diseases</td> <td>They may get many suggestions from many websites and people</td> </tr> </table>	Sometimes there might be confusion of diseases	They may get many suggestions from many websites and people				
Sometimes there might be confusion of diseases	They may get many suggestions from many websites and people						
<p>Areas of opportunity</p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<table border="1"> <tr> <td>Registration form</td> </tr> </table>	Registration form					
Registration form							

TIP

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

<div>  </div> <div> <h3>Enter</h3> <p>What do people experience as they begin the process?</p> </div>	<div>  </div> <div> <h3>Engage</h3> <p>In the core moments in the process, what happens?</p> </div>
<div> <div>Getting ideas</div> <div>They can ask questions or doubts related to the disease and they can get an idea</div> </div> <div> <div>Getting know about their disease</div> <div>By telling the symptoms or by searching through for their symptoms they can know what skin disease they have</div> </div> <div> <div>Ask questions</div> <div>They can ask questions related to their skin disease</div> </div>	<div> <div>Information about the skin diseases</div> <div>By getting some basic ideas about the disease and try to cure it</div> </div> <div> <div>By telling about our symptoms or by uploading the image</div> <div>By uploading the image of our skin it can give some solutions to cure it</div> </div> <div> <div>Ask questions and get an clear idea</div> <div>It will give answers to the questions asked about our skin diseases.</div> </div>
<div> <div>We guide the users by giving the description</div> <div>If they not understand means we provide the video demo also how the app working</div> </div>	<div> <div>First you have to scan the image where you have the wounds</div> <div>The scanned images detect disease with help of the already trained data set</div> </div>
<div> <div>Information provided should be clear and best</div> <div>Should match Doctor's Opinion</div> </div>	<div> <div>Should be Highly useful</div> <div>Should be correct</div> <div>Predictions results must be perfect</div> </div>
<div> <div>Hold in fluid and prevent dehydration</div> <div>Stabilize your body temperature</div> </div>	<div> <div>Synthesis Vitamin Din response to sun exposure</div> <div>Control stress and Exercise regularly</div> </div>
<div> <div>It may lead to demerit if skin disease is not correctly predicted</div> <div>No belief in apps or websites</div> </div>	<div> <div>accurate detection might happen This may lead to fear</div> <div>Fear of detection using apps or websites</div> </div>
<div> <div>Identify the skin disease with the image of our skin</div> </div>	<div> <div>Tell us about the type of the disease</div> </div>

 <p>Exit</p> <p>What do people typically experience as the process finishes?</p>	 <p>Extend</p> <p>What happens after the experience is over?</p>	
<div> <div>About the disease</div> <div>Effects about the disease</div> <div>What treatment to take</div> <div>At the end of the process the user can know what disease it is and about its causes</div> <div>Can know about the effects of the diseases</div> <div>At the end of the process the user can know what treatment to take.</div> </div>	<div> <div>Cure</div> <div>Meeting the doctor</div> <div>Cure to the disease</div> <div>Meet the doctor and get preventive measures.</div> </div>	
<div> <div>After finishing the process the users are able to identify the which type they have.</div> <div>We get a lot of avator images based on the similarity we detect and predict the correct disease</div> </div>	<div> <div>Then they have to consult the doctor based upon the disease they have.</div> <div>They have two possible ways either they meet by manual or an /not by a doctor</div> </div>	
<div> <div>To get a better solution</div> <div>Faster results</div> </div>	<div> <div>The data should be updated regularly</div> </div>	
<div> <div>people generally leave hours feeling refreshed and repaired</div> <div>People looking back on their past trips</div> </div>	<div> <div>We think people like their recommendations because they have an extremely high engagement rate</div> </div>	
<div> <div>Delay in diagnosing skin diseases</div> <div>Misdiagnosis of diseases may happen</div> </div>	<div> <div>can't pretend low or high risk</div> </div>	
<div> <div>User can identify the skin disease and they can get the accurate solution</div> </div>	<div> <div>Remind us to take the necessary medicines and lotions</div> </div>	