Date	11 October 2022
Team ID	PNT2022TMID16743
Project Name	AI-based localization
	and classification of
	skin diseasewith
	erythema
Maximum	4 Marks
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

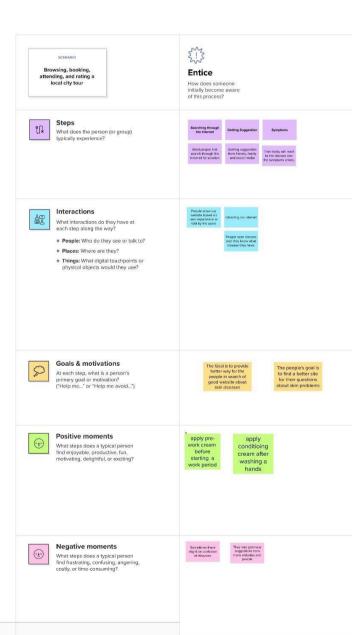


Share template feedback



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.





Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested? Registration form

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

