PROJECT DESIGN

PHASE – II

CUSTOMER JOURNEY

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