

Project Design Phase-II
Customer Journey

Date	31 October 2022
Team ID	PNT2022TMID04689
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.

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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>	<p>Searching through the Internet</p> <p>Getting Suggestion</p> <p>Symptoms</p> <p>Most people first search through the Internet for a solution</p> <p>Getting suggestion from friends, family and social media</p> <p>Their body will lead to the disease and the symptoms arise.</p>
<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? 	<p>People know our website based on their experience or told by the doctor</p> <p>Interacting via internet</p> <p>People soon discover and they know what disease they have.</p>
<p>Goals & motivations</p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>The Goal is to provide better way for the people in search of good website about skin diseases</p> <p>The people's goal is to find a better site for their questions about skin problems</p>
<p>Positive moments</p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>apply pre-work cream before starting a work period</p> <p>apply conditioning cream after washing a hands</p>
<p>Negative moments</p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Sometimes there might be confusion of diseases</p> <p>They may get many suggestions from many websites and people</p>
<p>Areas of opportunity</p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Registration form</p>

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



Enter



Getting ideas

They can ask questions or directly related to the disease and they can get an idea.

Getting know about their disease

By telling the symptoms or by asking through by their symptoms they can know what the disease they have.

Ask questions

They can ask questions related to their skin disease.



Engage



Information about the skin diseases

By getting some basic ideas about the disease and by a cure it.

By telling about our symptoms or by uploading the image

By uploading the image of our skin it can give some solutions to cure it.

Ask questions and get an clear idea

It will give answers to the questions asked about our skin disease.

We guide the users by giving the description

If they not understand makes we provide the video demo also how the app working

First you have to scan the image where you have the wound

The scanned images detect disease with help of the already learned data set

Information provided should be clear and best

Should match Doctor's Opinion

Should be Highly useful

Should be correct

Predictions results must be perfect

Hold in fluid and prevent dehydration

Stabilize your body temperature

Synthesis Vitamin D in response to sun exposure

Control stress and Exercise regularly

It may lead to dermatitis skin disease is not correctly predicted



No facial features or vibrations

accurate detection might happen if the "may lead to skin"

False detection might happen if 1 vibration

Identify the skin disease with the image of the user

Help us about the skin disease

	 Exit What do people typically experience as the process finishes?	 Extend What happens after the experience is over?
	<div> <div>About the disease</div> <div>Effects about the disease</div> <div>What treatment to take</div> </div> <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> <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 studies 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 notify by manual or artificial by 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 home 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>cant 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>