



# 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  Product School

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## Project Name - A Novel Method For Handwritten Digit Recognition System

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.

TIP

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

Team ID : PNT2022TMID28204

SCENARIO

To recognize the handwritten digit by system

Steps

What does the person (or group) typically experience?

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?

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Areas of opportunity

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

Entice

How does someone initially become aware of this process?

Visit website

The client accesses our website's upload section.

Upload image

If the customer has a soft copy of the image, he must upload it.

Detect image

The client must scan the handwritten numbers

Website section for uploading images

Scan the website's image section

Digitized output section of the website

Please direct me to a suitable website.

Please help me identify these handwritten numbers.

Please help me prevent incorrectly recognizing handwritten

When the digits are accurately identified, it is exciting.

When the digits are quickly identified, it is beneficial.

Sometimes, people upload incorrect photos.

Some people show some anxiety about having their numbers identified accurately.

People might post the blurry pictures.

If the wrong photographs are posted, we might receive an error message?

Could we receive a notice when the image is appropriately identified?

Enter

What do people experience as they begin the process?

Start uploading image

The customer will either upload the photograph if he wants to or scan it instead.

Experience the output

The client will see the digital product..t

Website's picture section upload or scan

Output section

Help me scan or upload the image

Please help me identify these numbers.

Anticipation of digit recognition

It's very essential to get correct recognition of digit

People may find it challenging to upload or scan the image.

Could we receive the image we uploaded?

Engage

In the core moments in the process, what happens?

Examining the image

Examines the customer's upload for the appropriate handwritten image

Process the image

It will begin processing the image after it has been checked.

The customer will be happy after the digits are correctly recognized.

The customer will be satisfied following successful digit identification because they received their digits in the right order.

Web page pop-up message

Output section of website

Could you help with the procedure in any way?

Please give me some confidence with known digits.

This program typically works well since it correctly recognizes the numbers.

We get contentment when we receive the right outcome.

Some individuals have difficulty uploading or scanning the photograph.

While the image is being digitized, people experience peer pressure.

Could you provide any assistance for the process?

Exit

What do people typically experience as the process finishes?

Exit the website

The customer will be happy after the digits are correctly recognized.

Exchanges with the banker

Help me feel nice and satisfied once I exit the website.

People are happy as they exit the application.

Could you provide a history of recognized digits?

Extend

What happens after the experience is over?

Individual Recommendation

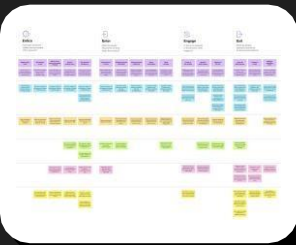
The customer can share information with their friends and neighbours after using our user-friendly website.

Recommendation span across website

Please assist me in encouraging others to use the website.

We think people like these recommendations because they are satisfied

Could you give us a list of recognized digits over time?



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