

Project Design Phase - II

Customer Journey Map

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Project Name	AI-based Localization and Classification of Skin Disease with erythema
Maximum Marks	4



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.

SCENARIO Browsing, booking, attending, and rating a local city tour	Enter 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?	Getting Suggestions Getting Suggestions from friends/family and social media Symptoms They body will react to the diseases and the symptoms arise. Searching through the internet Most people find search through the internet for solutions	Getting Ideas They can ask questions related to the disease and they can get an idea Getting Know about the disease By taking the symptoms or by searching through by their symptoms they can know what skin disease they have Ask Questions They can ask questions related to their skin disease	Information about the skin disease By getting some basic ideas about the disease and "try it to cure." By taking about our symptoms or by searching the image By uploading the image of our skin it can give some solutions to cure it. Ask questions and get on their call time It will give answers to the questions asked about our skin diseases.	About the Disease At the end of the process the user can know what disease it is and also about its causes Effects about the disease can know about the effects of the diseases What treatment to take At the end of the process the user can know what treatment to take.	Cure Cure to the disease Meeting the Doctor Meet the doctor and get preventive measures
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?	People know our website based on user experience or used by the social Interacting via internet People scan disease and they know about what disease they have	We guide the users by giving the description If they not understand clearly we provide the video about how they use working	If they not understand we provide the video about how they use working	After finishing the process the user can able to identify the what they have disease they have We get a lot of order from based on the website we about and place the product disease	Then they have to consult the doctor based upon the disease they have They have best possible ways after they easily to identify an artificial by doctor
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	The user is to provide their main motivation in search of good results about their disease The People's goal is to find the better idea for their questions about skin problems	Information provided should be clear and fast about match Doctor opinion	Should be highly useful Should be Correct Problems must be solved	To get a better Solution Fastest Results	The data should be updated regularly
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Add one more color when they want Ready to make a decision about the disease	Heat in fluid and prevent dehydration Stabilize your body temperature	Symptoms: Viscerous D is response to skin substance control stress and Exercise regularly	People generally have more feeling about the report People looking back on their past tips	We this product can be more communication because they have to understand the information fast
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Sometimes have their for confusion of diseases There are many different types of skin diseases and they are not the same	It may lead to demand if skin disease is not correctly predicted No belief in apps or websites	Accurate detection might happen this may lead to fear Fear of detection using apps or websites	Delay in diagnosing skin diseases Misdiagnosis of diseases may happen	Can't pretend low or high risk
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Registration form	Heard the skin disease with the image of our skin	Tell us about the type of disease	User can identify the skin disease and they can get the accurate solution	Remind us to take the necessary medicines and follow

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



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