Team Id: PNT2022TMID15720

A Novel Method For Handwritten Digit Recognition System

Template

Customer journey map

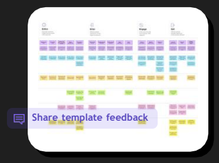
Created in partnership with

Product School

SCENARIO

Browsing, booking, attending, and rating a local city tour

	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?	User who wants to identify the handwritten digits use this website. User gets to know about the website. User gets into the website.	On redirected to the website, the user is asked either to login or sign up. On successful login, the user is redirected to the home page.	User is asked to upload the handwritten digit image. Respective digits are displayed after being processed by the algorithm.	User gets the digits which have been uploaded in the image.	User gets satisfied of the result.
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?	User interacts with the system Browser and Internet is required	A novel method for handwritten digit recognition system website can be viewed by the user	The website can be accessed easily.	The website can be accessed easily.	User gets the output of the digits uploaded in the image.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	To make operations easier and error free. To get appropriate output of the uploaded image.	To avoid errors	To know the website is legitimate or not.		User gets satisfied of the result.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The website looks user friendly. It looks attractive.	Saves time	Advanced methodology Easy to upload	Able to view text format of the output.	Quick response.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Being manual process, user have to enter the required details.			Fail to sense the color of the images in the digits. Unprediction of digit given by the user.	Irrelavant output.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Identifying all the handwritten digits using this website.	Using fastest algorithm to get fast and accurate result.		Giving the most approximate output.	



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