Project Design Phase - II

Customer Journey Map

Date	27 October 2022
Team Id	PNT2022TMID10462
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.

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

	Entice	Enter	Engage	Exit	Extend
SCENARIO Browsing, booking, attending, and rating a local city tour	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?

(we guide the users by giving the description)

Steps What does the person (or group) typically experience?	Getting Suggestions · Symptoms · Searching through the internet	Getting Ideas · Getting Know about the diseases · Ask Questions	Information about the skin diseases · By telling about our symptoms or by uploading the image · Ask questions and get an clear cut idea	About the Disease · Effects about the disease · What treatment to take	Cure · Meeting the Doctor
	Getting Suggestions from friends,family and social media · Their body will react to the diseases and the symptoms arises · Most people first search through the internet for solutions	They can ask questions related to the disease and they can get an idea · By telling the Symptoms or by searching through by their symptoms they can know what skin disease they have · They can ask questions related to their skin disease	By getting some basic ideas about the disease and try it to cure. · By uploading the image of our skin it can give some solutions to cure it. · It will give answers to the questions asked about our skin diseases.	At the end of the process the user can know what disease it is and also about its causes · can know about the effects of the diseases · At the end of the process the user can know what treatment to take.	Cure to the disease · 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 out website based on user experience or used by the users · 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 means we provide the video demo also how the app working	If they are not understand we provide the video demo also about how the app working	After finishing the process the user can able to identify the which type of disease they have · We got a lot of similar images based on the similarity we detect and predict the correct disease	Than they have to consult the doctor based upon the disease they have · They have two possible ways they notify by natural or artificial by doctor

Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	The Goal is to provide better way for the people in search of good website about skin diseases · The People's goal is to find the better site for their questions about skin problems.	Information provided should be clean and best · should match Doctors opinion	Should be Highly useful · Should be Correct · Predictions must be perfect.	To get a better Solution · Faster Results	The data should be updated regularly

Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Apply pre-work cream before starting a work period · Apply conditioning cream after washing a hands.	Hold in fluid and prevent dehydration · Stabilize your body temperature	Synthesis Vitamin D in response to sun exposure · control stress and Exercise regularly.	People generally leave tours feeling refreshed and repaired · People looking back on their past trips	We think people like their recommendations because they have an extremely high engagement rate

Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Sometimes there might be confusion of diseases · They may to get only suggestions from news websites and people	it may lead to demerit if skin disease is not correctly predicted · No delief 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	Identify 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 lotions

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