

CUSTOMER JOURNEY MAP

Project Name: A Gesture-based Tool for Sterile Browsing of Radiology Images

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1 Phases High-level steps your user needs to accomplish from start to finish	Ensure the proper working of the system and camera	Open the website and go through the user interface	Perform various gestures in-front of camera or upload the images depicting various gestures	Test the correctness of the output
2 Steps Detailed actions your user has to perform	Check whether the system is working or not hand gestures are clearly visible in the camera	Interface must be simple and neat Test the user friendliness of the system	Perform gestures with respect to the user specification Perform different Scale of the image to the Hand Gestures	Test whether sterile browsing of images done correctly or not Tune the parameters if needed
3 Feelings What your user might be thinking and feeling at the moment	<div> System is ready to be used Camera will launch perfectly </div> <div> What if the system misbehaves? Confused about the camera quality </div>	<div> UI is just awesome The web Page is more Attractive </div> <div> Perplexed about the usability Reliability </div>	<div> Gestures are displaying properly on the screen Images should display it according to gesture </div> <div> Will the gestures be captured correctly? Will the system performs in bad lightings? </div>	<div> Sterile browsing done properly Delighted to see the accurate output </div> <div> Anxious about the wrong predictions if any Predict the Correct Image </div>
4 Pain points Problems your user runs into	System failure Error in launching or accessing the camera	UI is not user-friendly	Poor Internet	Poor training
5 Opportunities Potential improvements or enhancements to the experience	Improve the stability of the system Camera quality can be improved	UI can be designed better with simple navigation	Model can be trained to predict even in bad lightings	More number of training images can be added