

CUSTOMER JOURNEY MAP

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

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