

**Project Design Phase-II**  
**Customer Journey**

Date	11 October 2022
Team ID	PNT2022TMID28251
Project Name	AI-based localization and classification of skin disease with erythema
Maximum Marks	4 Marks



## 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.

Created in partnership with



[Share template feedback](#)



**Need some inspiration?**

See a finished version of this template to kickstart your work.

[Open example](#) →



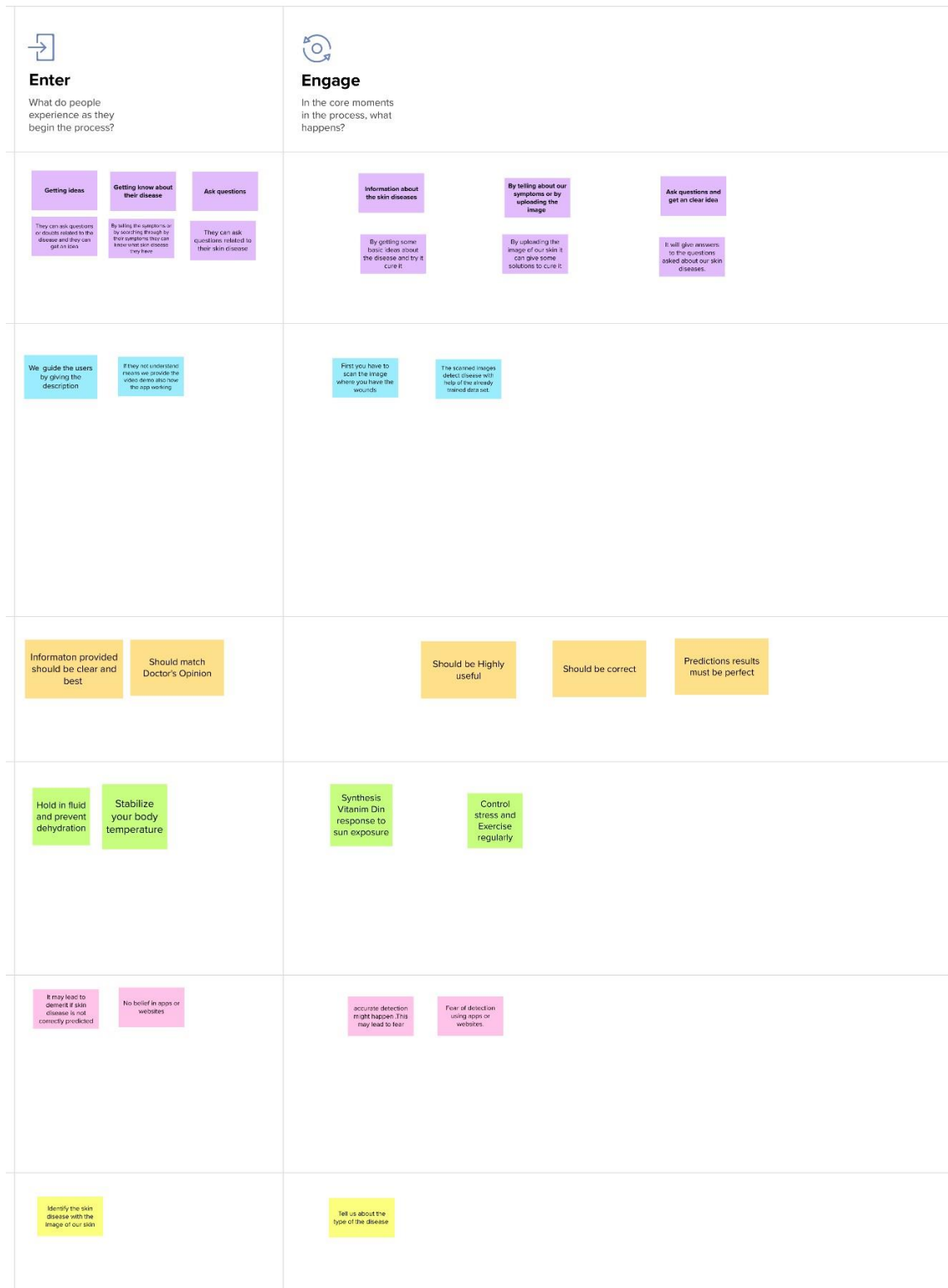
### Document an existing experience

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.

<p><b>SCENARIO</b></p> <p>Browsing, booking, attending, and rating a local city tour</p>	<p><b>Entice</b></p> <p>How does someone initially become aware of this process?</p>						
<p><b>Steps</b></p> <p>What does the person (or group) typically experience?</p>	<table border="1"> <tr> <td>Searching through the Internet</td> <td>Getting Suggestion</td> <td>Symptoms</td> </tr> <tr> <td>Most people first search through the Internet for solutions</td> <td>Getting suggestion from friends, family and social media</td> <td>They body will react to the disease and the symptoms attack.</td> </tr> </table>	Searching through the Internet	Getting Suggestion	Symptoms	Most people first search through the Internet for solutions	Getting suggestion from friends, family and social media	They body will react to the disease and the symptoms attack.
Searching through the Internet	Getting Suggestion	Symptoms					
Most people first search through the Internet for solutions	Getting suggestion from friends, family and social media	They body will react to the disease and the symptoms attack.					
<p><b>Interactions</b></p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li>■ <b>People:</b> Who do they see or talk to?</li> <li>■ <b>Places:</b> Where are they?</li> <li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul>	<table border="1"> <tr> <td>People view out website based on your experience or note by the content</td> <td>Interacting via internet</td> </tr> <tr> <td>People scan disease and then know what disease they have.</td> <td></td> </tr> </table>	People view out website based on your experience or note by the content	Interacting via internet	People scan disease and then know what disease they have.			
People view out website based on your experience or note by the content	Interacting via internet						
People scan disease and then know what disease they have.							
<p><b>Goals &amp; motivations</b></p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<table border="1"> <tr> <td>The Goal is to provide better way for the people in search of good website about skin diseases</td> <td>The people's goal is to find a better site for their questions about skin problems</td> </tr> </table>	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 a better site for their questions about skin problems				
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 a better site for their questions about skin problems						
<p><b>Positive moments</b></p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<table border="1"> <tr> <td>apply pre-work cream before starting a work period</td> <td>apply conditioning cream after washing a hands</td> </tr> </table>	apply pre-work cream before starting a work period	apply conditioning cream after washing a hands				
apply pre-work cream before starting a work period	apply conditioning cream after washing a hands						
<p><b>Negative moments</b></p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<table border="1"> <tr> <td>Sometimes there might be confusion of diseases</td> <td>They may get many suggestions from many websites and people</td> </tr> </table>	Sometimes there might be confusion of diseases	They may get many suggestions from many websites and people				
Sometimes there might be confusion of diseases	They may get many suggestions from many websites and people						
<p><b>Areas of opportunity</b></p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<table border="1"> <tr> <td>Registration form</td> </tr> </table>	Registration form					
Registration form							

**TIP**

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



 <p><b>Exit</b></p> <p>What do people typically experience as the process finishes?</p>	 <p><b>Extend</b></p> <p>What happens after the experience is over?</p>	
<div> <div>About the disease</div> <div>Effects about the disease</div> <div>What treatment to take</div> <div>At the end of the process the user can know what disease it is and how to cure it</div> <div>Can know about the effects of the diseases</div> <div>At the end of the process the user can know what treatment to take</div> </div>	<div> <div>Cure</div> <div>Meeting the doctor</div> <div>Cure to the disease</div> <div>Meet the doctor and get preventive measures</div> </div>	
<div> <div>After finishing the process the user is able to identify the which type they have</div> <div>We get a lot of advice from the doctor and we can detect and predict the correct disease</div> </div>	<div> <div>Then they have to consult the doctor based upon the disease they have</div> <div>They have two possible ways: either they really try to cure it or they just try to find a doctor</div> </div>	
<div> <div>To get a better solution</div> <div>Faster results</div> </div>	<div> <div>The data should be updated regularly</div> </div>	
<div> <div>People generally leave hours feeling refreshed and repaired</div> <div>People looking back on their past trips</div> </div>	<div> <div>We think people like their recommendations because they have an extremely high engagement rate</div> </div>	
<div> <div>Delay in diagnosing skin diseases</div> <div>Misdiagnosis of diseases may happen</div> </div>	<div> <div>can't pretend low or high risk</div> </div>	
<div> <div>User can identify the skin disease and they can get the accurate solution</div> </div>	<div> <div>Remind us to take the necessary medicines and actions</div> </div>	