

experience Journey map

Team Id: PNT2022TMID35991 Project Name: Al-Based Localization And Classification Of Skin Disease With Erythema

Created in partnership with



Product School



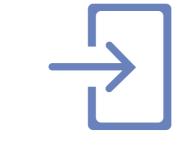
Browsing, booking, attending, and rating a local city tour

SCENARIO



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?

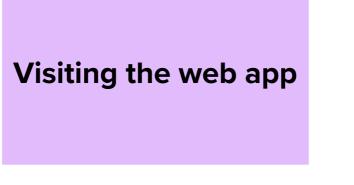


Extend

What happens after the experience is over?



typically experience?



Patients visit the app to get the consultation for the



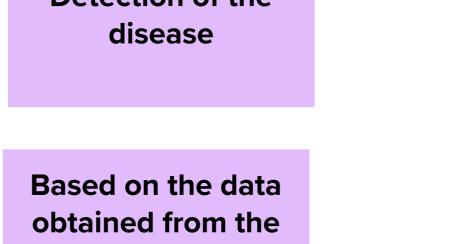
patient the disease is detected.

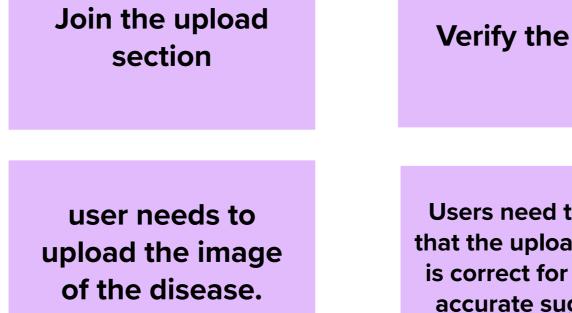
the skin disease

details

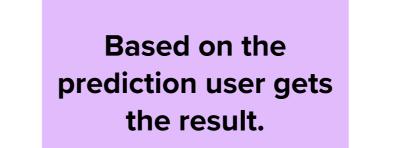
and use cases

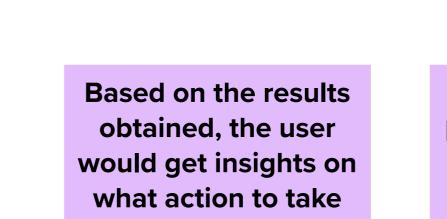
Users would fear if they chose the wrong product instead of correct one as it depends on results

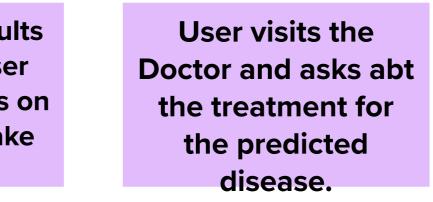






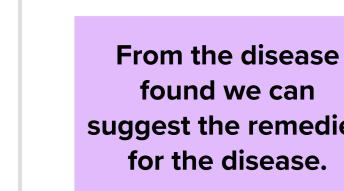




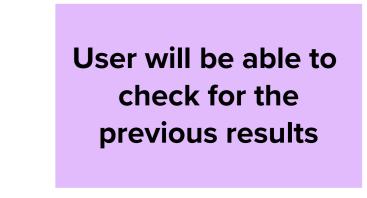


Visit the Doctor











Interactions

What interactions do they have at each step along the way?

People: Who do they see or talk to?

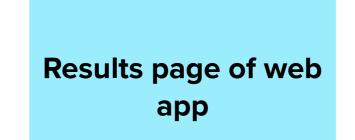
Things: What digital touchpoints or

physical objects would they use?

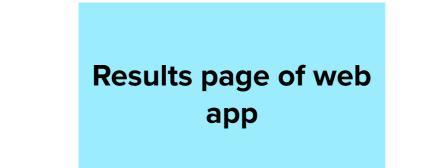
Places: Where are they?

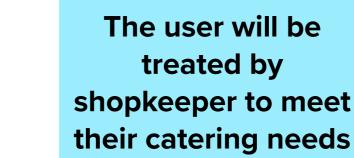


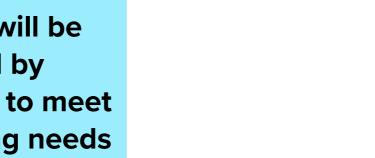




is correct for providing

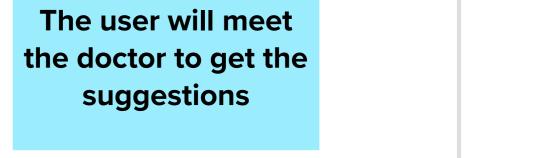






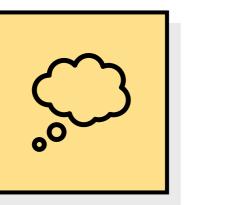
product in an efficient way





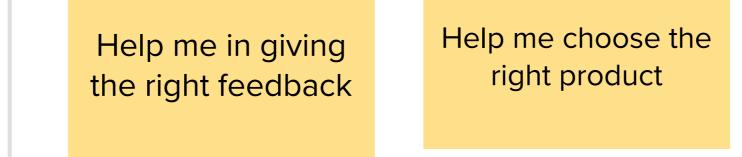


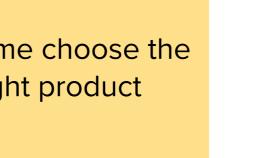




Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")





Help me in navigating the process in efficient way to understand

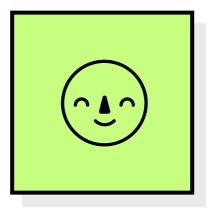
Gives assurance that

Help me in providing insights from the suggestion given

the user knows what

to do

Help me have a good experience in using the app



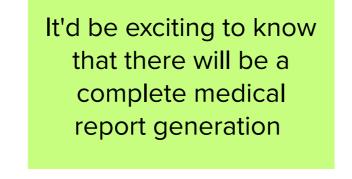
Positive moments

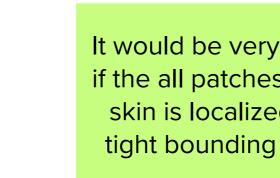
Negative moments

What steps does a typical person find frustrating, confusing, angering,

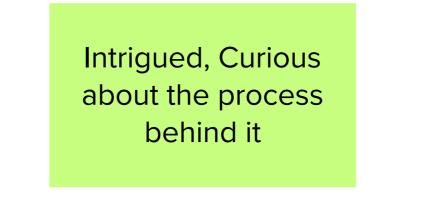
costly, or time-consuming?

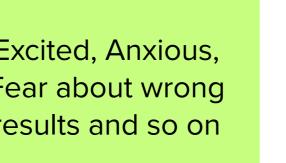
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



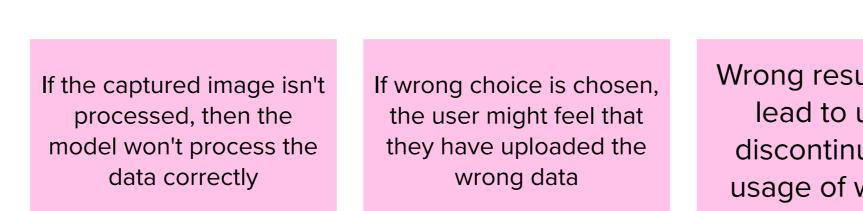


It would be very helpful if the all patches on the skin is localized with

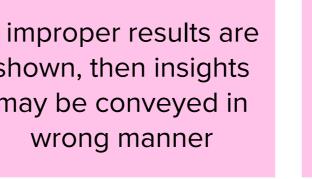


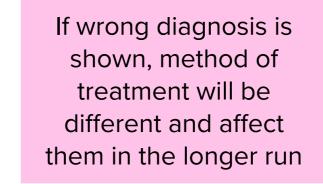


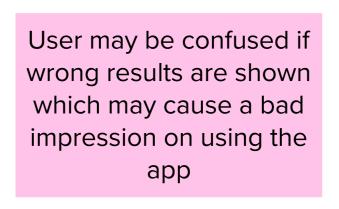










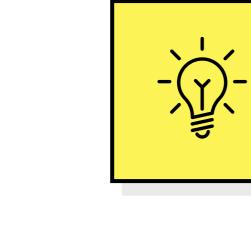


Confident, Amazed, Positive, Relaxed as user is provided with right suggestions

User will be dissatisfied and demoralized after the experience which may cause negative impact.

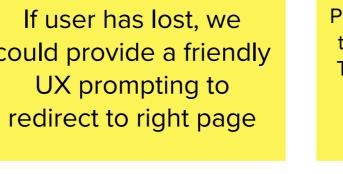
Curious, Intrigued or

the new recommendations provided by app

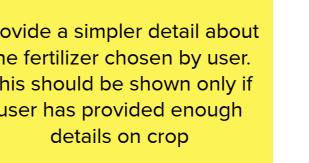


Areas of opportunity

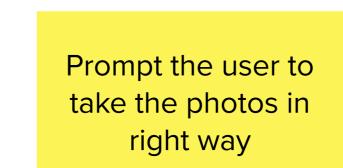
better? What ideas do we have? What have others suggested?

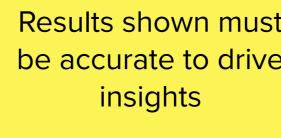


Sometimes people may get redirected towards wrong page which would confuse users



Users would get confused on the options present as there will be many factors present





Results must be accurate to user such that the UX will be improved to drive the user in using the app further

Feedback provided from the user after medical report generation from our model would benefit

