

# Customer journey



People  
2–9



Time  
30 min



Difficulty  
Beginner

1 Phases	MOTIVATION	UPLOAD HANDWRITTEN IMAGES OF DIGITS	RECOGNIZE DIGITS	OUTPUT
2 Steps/ Touchpoints	<div>software to recognize handwritten digits preciously</div> <div>searching for website or application to recognize handwritten digits</div>	<div>thinks about the accuracy rate of the various available product</div> <div>choose the best one</div> <div>uploads the image of digital handwritten digit</div>	<div>submit the image to be recognized</div> <div>processing the digits to be recognized</div>	<div>final recognized digit is displayed as output</div> <div>percentage of digit correctness is displayed</div>
3 Feelings	<div>thumbs up</div> <div>productivity</div> <div>curious</div>	<div>happy</div> <div>eager</div>	<div>satisfied</div>	<div>surprised</div>
	<div>thumbs down</div> <div>confused about productivity</div>	<div>resource concerns</div>	<div>nervous</div>	<div>worry about correctness</div>
4 Pain points	<div>patience to know about resources to find the way to recognise handwritten digits</div>	<div>choosing the best among all</div> <div>accuracy of products available</div>	<div>time taken to recognize digit</div> <div>complex working</div>	<div>rate of accuracy of digit</div>
5 Opportunities	<div>availability of market products</div>	<div>easy to use</div> <div>less complex to use</div>	<div>response time of website/ application</div>	<div>recognized handwritten digit correctness</div>