

1. CUSTOMER SEGMENT(S)
2. Used in Banking and Post Office
3. Register Office
4. Passport and visa Office
5. Government Document Verification Office
6. Aadhar Sector
7. Medical Department
8. Old Age People

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6. CUSTOMER CONSTRAINTS

1. Time
2. Accuracy
3. Ease to access
4. Imperfect findings

5. AVAILABLE SOLUTIONS

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1. In past they get trouble in finding handwritten digits
2. Using this system, they can resolve this type of problems
3. Pros of this system is quick recognition and Accurate prediction
4. Cons are using this system Knowledge about the system is required

2. JOBS-TO BE DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one;

explore different sides. Jobs to be done: To identify the digits in the manually written forms, Cheques filled by people in banks, Phone numbers written manually in register notebook of hospitals. Problems: Dim lighting and weak eyesight

9. PROBLEM ROOT CASUE

RC

What is the real reason that this problem exists? What is the backstory behind the need to do this job?

i.e. customers have to do it because of the change in regulations. Handwritten digits are in different fonts and sizes, hard to recognize the digits due to various factors such as dim lighting, weakening eyesight

7. BEHAVIOUR

1. Designing the best software that more quickly and accurately identifies the handwritten digits.
2. To address the problem, they can take scan copy of the handwritten digit and upload it in the software

3. TRIGGERS**IPR**

When provide accurate output anyone can use it.

Good user experience.

4. EMOTIONS: BEFORE / AFTER**EM**

How do customer feel when they face a problem of a job and afterward

i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

Defects are common and out project is not an exception

By using our system, user can save the time and reduce the error occur on recognition.

Customer Mentality:

Before: (Failure)

We would give guarantee that it would work most of the time

and if any mistake takes place they can contact us at anytime.

So, customers can feel at ease.

After: (Failure)

They have no need to panic when the failure occurs

We would solve the defect as soon as possible.

10. YOUR SOLUTION**SL**

1. A novel method for handwritten digit recognition system helps in recognizing the handwritten digits that uses MNIST dataset for training the model
2. The model gets the image of the handwritten digits and recognizes the handwritten digits. CNN algorithm is used over the MNIST dataset to recognize the handwritten digits.

8. CHANNELS of BEHAVIOUR**CH****8.1 ONLINE**

In online customers can upload handwritten pictures and yield output #

8.2 OFFLINE

What kind of actions do customers take offline?
In offline they ask the neighbours to write the numbers and find them.

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