













PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY MAP

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| DATE | 15 OCTOBER 2022 |
| TEAM ID | PNT2022TMID38774 |
| PROJECT NAME | A gesture based tool for sterile browsing of radiology images |
| MAXIMUM MARKS | 4 Marks |

| A GESTURE BASED TOOL FOR STERILE BROWSING OF RADIOLOGY IMAGES | 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 this experience is over? |
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| Steps  What does the person (or group) typically experience? | Find solutions  To avoid infection for patient, the surgeon tries to find a solution Found the gesture based tool The user found that, the gesture based tool is optimal to solve the problem Listing requirements and installation The surgeon needs the computer with a good webcam not then installing the software | Browsing the UI Learning The user using the browsing interface of our software The surgeon learns to use our Software | Starting to use in real scenarios Experiencing The user trusts our software and use that in real scenarios The surgeon feels comfortable and convenient | Prompt for feedback Writing and submitting feedback After the week done the feedback prompt will be shown to the customer The user writes and gives good feedback and submitting the feedback | Making his routine The user will use the Software again when he needs |
| Interactions  What interactions do they have at each step along the way? • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use? | Asking for suggestions from other surgeons Visit the website Download our software | Interact to the UI Getting knowledge about software | Customize the settings changing the actions (e.g. image resize...) for specific gesture | Again changing the settings that worked wrong Verifies that the settings has changed | Recommend this Software to other Surgeons |
| Goals & motivations  At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") | To avoid spreading of infection To find a good solution for the sterile browsing of radiology images | To learn about our software To practice to give gesture inputs | To complete his need (Browsing of radiology images) To avoid complexity | To verify the accuracy of the software Trying to improve the software by giving different input gestures | Tweaking some configurations |
| Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | Work can be easily done Prevents infection Computer with simple webcam is enough | Good and friendly UI No big configurations needed | Mostly accurate Best performance | Work done easily | It is productive applicable in various departments Worth to suggest for other surgeons |
| Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | The question arises: Is it better than manual browsing? The question arises: Does it work with any webcam and computer? | The user has to remember the various gestures It is not precise and sometimes it is vague | It is less accurate sometimes Focus issues occur sometimes while scanning gesture with low quality webcam | The user should break some settings in order to make the software accurate at next time The user should close the software properly this may take some time | The user will feel inconvenient without this software |
| Areas of opportunity  How might we make each step better? What does it see how? What have others suggested? | Increase awareness Adding more details and procedures in the website | To increase the support for all kind of devices Increase the support for low quality webcams | To increase the performance To make the UI better We can improve the software to work with low lighting conditions | The feedback can be obtained We can collect the input and output data that obtained during process | We can improve the software with the feedback obtained from the user We can increase reliability with the collected data |