| Date         | 08 October 2022   |
|--------------|---|
| Team ID      | PNT2022TMID46401  |
| Project Name | A Novel Method for Handwritten Digit Recognition System |
| Maximum Mark | 4 Marks   |

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|--|---|--|--|---|--|
| SCENARIO  A Novel Method for Handwritten Digit Recognition System  | 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?  |
| Steps What does the person (or group) typically experience?  | Find Solution  People in banking sector need some software to detect the hand written digits in cheque  Listing Requirements  Customer need a camera or scanner to take digital copy and good internet connection | The user browsing the User Interface of the software  Learns how to use the software the software the software  The User test the software, whether it is giving 100% correct result | Starting to use in real time  Once the customers satisfied with the result they begin to use it in real time scenario  Experiencing  Customer feel comfortable to use the software | Feedback  While leaving the Software a feedback will be pop up to record the customer experience  Submitting of feedback  User will write and submit the feedback and those are recorded for future development | once user trust the software, he will make routine to use this software                                    |
| 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? | Interact with other banker who is using this software  Send the photos to website.  | Interact with UI  Getting Knowledge about the Software   | Customizing the Settings   | Changing the setting that worked wrong Verifies the Changed settings  | Recommend this software to other bank employees and friends  |
| Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")  | To reduce the workload of manual entering of handwritten digits in cheque   | To learn about Practice to upload images   | To avoid complexity  To get digital digits   | To verify the accuracy of the software Software Trying to improve the software usage  | Tweaking some configuration  |
| Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?   | work can be easily done Scanner or camera is enough   | Good and friendly UI  No big configuration needed  | Mostly accurate Best performance   | Less time consuming   | It is a productive environment used in various department  Worth to suggest to other friends and collegues |
| Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?   | Accuracy is questioned  | Image quality is questioned  | Will camera of any quality is ok   | Internet connection is needed   | It is addictive<br>software  |
| Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?  | Increases productivity in warious field  We can use this for many other usage   | To increase the performance  To make better UI   | Feedback can be obtained   | We can collect all the transaction in digital form  | We can improve the software using the feedback   |

What have others suggested?