Project Design Phase-II
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID30121
Project Name	Project - A Gesture Based Tool For Sterile Browsing Of Radiology images
Maximum Marks	4 Marks

	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?	Users having more work and searches for easy solution that reduces time · The user can understand result will be related to his/her actions	User starts to explore the results of their actions · User finds how actions reflected on work done	User starts to use the model · Gives input data for the model · Model makes the prediction · Obtaining the result predicted by model	Compare the actual result with predicted result of model	Test model with more use cases · Make use of model with his/her own ideas
Interactions What interactions do they have at each step along the way? • People • Places • Things	Social media, Blogs and Workplaces · Family, Friends, Relations and Colleagues	Asks the experienced people about the model	Know usage of the model · User interact on the user interface · Interact with other channels for support through online	Try to get results for different outputs	Suggesting model to Colleagues · Suggesting the model and its usage to others
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Find out the existing solutions for the problem	Know pros and cons of the solution · Study about the solution	Know more about working procedure of model · Know about the different inputs obtained by model · Using the model to know prediction level	Study on correctness of the prediction	Improve the accuracy of model · Expandable to various inputs
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Work will be Easily done makes happy	Time required for process is going to be reduced	Exciting to get the Actual result from prediction	Delightful to get good responses from others	It is productive and applicable to various departments
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Feels confusing on arranging the all possible data sets	Makes frustrated if we get wrong result	Feels angry if Required data set is not present there	People will feel it will be costly	People will confused to invest on new model
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Collect whatever data sets we will make	Getting issues before usage of this model	Get feedback on improvement of work after usage	Getting improvement ideas from users itself	Get feedback of improvement on User interface