

Project Design Phase II

Customer Journey Map

Date	8 October 2022
Team ID	PNT2022TMID35898
Project Name	Project - A NOVEL METHOD FOR HANDWRITTEN DIGIT RECOGNITION SYSTEM
Maximum Marks	4 Marks

Customer Journey Map:

<div>1 Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	Curiosity	input handwritten images of digits	recognize digits	output	
<div>2 Steps</div> <div>Detailed actions your user has to perform</div>	aim is to recognize the input image	prepare the datasets	upload the input image	wait for the model to recognize	predicted output will be displayed
<div>3 Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div><div>thumbs up</div><div>delighted</div></div> <div><div>thumbs down</div><div>stressed</div></div>	<div><div>thumbs up</div><div>easy access to datasets</div></div> <div><div>thumbs down</div><div>confused</div></div>	<div><div>thumbs up</div><div>excited too see the results</div></div> <div><div>thumbs down</div><div>Anxious</div></div>	<div><div>thumbs up</div><div>satisfied with results</div></div> <div><div>thumbs down</div><div>Nervous</div></div>	
<div>4 Pain points</div> <div>Problems your user runs into</div>	lack of technical knowledge	searching through various websites	time taken to process	whether it works for blurred digits	accuracy
<div>5 Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	availability of sources	user friendly	blurred digits can be recognised	improved accuracy	<div>Share your feedback</div> <div><div>01 Research & Design</div><div>02 Ideation & Prototyping</div><div>03 Development & Testing</div><div>04 Deployment & Monitoring</div><div>05 Evaluation & Iteration</div></div> <div>Academic Project</div>