# Project Design Phase II
# Customer Journey
# Map

| Date | 14 October 2022 |
|---|---|
| Team ID | PNT2022TMID41253 |
| Project Name | A NOVEL METHOD FOR HANDWRITTEN DIGIT RECOGNITION SYSTEM |
| Maximum Marks | 4 Marks |

## Customer Journey Map

| | MOTIVATION | UPLOAD HANDWRITTEN IMAGES OF DIGITS | RECOGNIZE DIGITS | OUTPUT |
|---|---|---|---|---|
| **❶ Phases** High-level steps your user needs to accomplish from start to finish | | | | |
| **❷ Steps** Detailed actions your user has to perform | Wants to recognize handwritten digits accurately / Think about buying handwritten digital Recognition software | Search for various products based on its accuracy rates / Finds the best one / Upload the images of handwritten digits | Request to recognize the digits available in the images / Waits for the digits to be recognized | Gets the recognized digits as output in digital format |
| **❸ Feelings** What your user might be thinking and feeling at the moment 👍 | Easy handling / Excited | Happy to find a best one | eager | Statisfied |
| 👎 | Stress / Concerns about cost | Confused / Worried | Anxious | Feel nervous |
| **❹ Pain points** Problems your user runs into | Need Technical Knowledge / Stressed with checking for a method to recognise handwritten digits | Confused to choose the best one among the available choices / Worried about the accuracy | Trustworthy or not / how long will it take to recognize the digits? / How it works for complex handwritten digits? | Accuracy of the recognized digits |
| **❺ Opportunities** Potential improvements or enhancements to the experience | Easy availability of products to recognize digits / Reduce Cost of Product | User friendly | Recognize complex handwritings / Faster response | Higher quality |