

Project Design Phase II

Customer Journey Map

Date	8 October 2022
Team ID	PNT2022TMID44229
Project Name	Project - A NOVEL METHOD FOR HANDWRITTEN DIGIT RECOGNITION SYSTEM
Maximum Marks	4 Marks

Customer Journey Map

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

SCENARIO Browsing, looking, attending, and rating a local city tour	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?	Import the libraries and load the dataset. Preprocess the data and Create the model	Find the website for handwritten information. Open, signup and login into website	Access the dashboard. Choose either finger-validated or Draw in canvas. Give input by Importing image or by draw in canvas	Display the output. Save the output. Terminate the process	Better quality of experience. Services become wider
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?	Search in browsers. Recommended by other persons. Interaction through advertisements	Find a space or button to upload image. Find a space to draw in canvas	Scan the document. The system can interact with the user by giving the predicted result as a digit	The website gives an error-free result. The customer get required output. Terminate the process	Share experience. Get reviews from customer
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Should have good accuracy. Identify the best website for handwritten digit recognition. Looking for a secured website	Constantly check the site for new options that meet his criteria. Help me reduce typing time.	Writing & sending SMS in written format. Their motive is to obtain a better performance from the website.	Their motive is to obtain an accurate result. Utilize the ultimate features of the website	User satisfaction. Customer success rate
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	They feel happy when they select a good website. If they get the best website, they feel delighted.	They feel happy when they see the user interface is simple. They get excited by experiencing that the registration process is simple	Better accuracy. They have a good feeling while using this website. Good performance	Better performance. Effective and quick result	They can share their good experience with this website with their friends. They can use again
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It's a time-consuming process. Websites should not be faster	Slow loading page. Server down due to poor maintenance	Output with less accuracy. Data loss due to slow processing	The predicted result cannot be shown. Only digits can be identified	Expect good accuracy. Expect better performance
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	We are searching for a website online. Compared to related websites to new features	Faster response. Very nice interface	Improve the recognition time. make path toward digitization. Quickly detect image	We can add a robot button. We can add a input option at the home page	Available in multiple platforms. Access anytime anywhere. No consumption limit