

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with



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AI BASED LOCALIZATION AND CLASSIFICATION OF SKIN DISEASE WITH ERYTHEMA

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SCENARIO Browsing, booking, 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?	Symptoms Geting suggestion Searching on websites Dry skin, Peeling skin, Rashes, possibly with itchiness or pain. Getting suggestion form friends, family and colleagues Searching on websites Searching via net resources	Information about you Screening Answer your question From your phone or computer, upload 3 photos of your skin condition and answer a few questions It helps you screen your skin symptoms It will helps to get personalized answers to your skin condition questions.	Upload your photo Ask Questions Get information From your phone or computer, upload 3 photos of your skin condition answer a few questions about your skin condition Using what it has learned from millions of skin-related images, DermAssist then looks for signs of various skin conditions in your submitted photos and information.	About Causes Treatments They will get to know about the type of skin disease The causes for that particular skin disease They will come to know about correct treatment method.	Dermatologist Cure Relief If the skin disease is very series means the should meet the dermatologist will cure the skin diaease The dermatologist will cure the skin diaease They will be get relief from that problem.
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?	By their friends,family and colleagues With the help of internet.	Find the apps in app store. Description in the review.	The pictures where uploaded by myself. Uploading pictures by any computer or phone.	Consulting a person who have better knowledge about it. Getting Similar photos and detecting correct type of skin disease	Consulting a best dermatologist Continuous monitoring.
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Want to find It should be really information quickly. useful.	Discription should be clear. Reviews to be possitive.	Understand the benefits of using this. Quick access to information.	Informations to be accurate. The data is identified and captured correctly.	To get a better solution .
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Detection of skin diseas has several advantages over treatment Early detection reduces disfigurement	Reducing the size and extent of surgical removal Reduces side effects	Reduce late-stage patients experience from systemic therapies. They will get motivation the dermatologist.	They feel Relief. They will get early treatments.	They will feel protective. They will feel delightful after cured.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	They will get confused before knowing the disease. They will get many suggestions from many people.	He will be getting anger if not get a correct sollution Many people not have faith on apps detection	They get worried about accurate of the detection detection. Their wil be a I fear of the detection using apps.	If the result is not accurate it could lead to a misdiagnosis If the result is not accurate means delay in diagnosing skin cancer.	cann't pretict low or high risk.
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Simple Registration form. Fast and convenient training system to tell you how to use all the functionality.	Skin database with verified images and easily accessible care information. Identifier of a skin diaease by photo. Accessible sections with reminder.	Is that tell the type of skin disease and the stage of disease?	When identifying a disease by the photo or video it offers the most obvious varient of diseases.	Reminder for taking medicines