Project Design Phase-II
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID30180
Project Name	A Novel method for Handwritten digit Recognition system
Maximum Marks	

Customer Journey Map

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	looking for software that predicts handwritten digit	For better accuracy / No error formation / highly secured with privacy	Getting proper output / Good predictive nature of software / Collection of many dataset / Better algorithm usage	User friendliness / Recommend for Semi blind people / satisfied with overall performance
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Conversion of handwritten digit to computerized format / Not knowing the proper way to use the software	Helpful for semi blind people / Can be useful to people in different field / Easy to access the software	can be useful to process confidential digital information / Easy prediction of digits / Lack of prediction can be a failure / Lack of trust on software	Can provide proper solution / To check the performance of software / Can't sure if it is useful to all people
Touchpoint What part of the service do they interact with?	Scanning the image of handwritten digital notes	Checking software through numerous trial / Will recommend software to people	Checking accuracy / Comparing with other software	Checking reliability of software / Can be beneficial to people
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🤓	🥴	😕	🥳
Backstage				
Opportunities What could we improve or introduce?	Can give better accuracy rate	Software that predict any kind of handwriting without problem	Improvement in fast prediction	Improvement in algorithm that process image faster
Process ownership Who is in the lead on this?	User can be general people, business man and so on	User can be military people, semi blind people, Doctors and so on	User may be postal employee, bank employee and so on	User may be general people, semi blind people, healthcare sector and so on