

# Project Design Phase-II

## Customer Journey Map

Date	19 September 2022
Team ID	PNT2022TMID32288
Project Name	A Novel Method for Handwritten Digit Recognition System

### User journey

by the Design Team of Accenture Interactive NL

People  
2-9

Time  
30 min

Difficulty  
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. [D](#)

<div>1</div> <div>Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	<div>Login to the portal</div>	<div>scanning the image</div>	<div>recognize the image obtain the details</div>
<div>2</div> <div>Steps</div> <div>Detailed actions your user has to perform</div>	<div>Make sure they have an account</div>	<div>check whether they have entered the correct password</div>	<div>checking whether they scanned or written the correct digit</div> <div>according to terms and condition accept it</div> <div>getting the correct digit from the image</div> <div>enter the correct digit</div>
<div>3</div> <div>Feelings</div> <div>What your user might be thinking and feeling at the moment</div>	<div><div>thumbs up</div><div>the fear can be reduced because of fraudulent</div></div> <div><div>thumbs down</div><div>fear of fraudulent</div></div>	<div>the fear can be reduced because of fraudulent</div> <div>fear of scanning the wrong image</div>	<div>The way of thought can be changed and the fear before writing the account number and the rupees in the cheques can be easily managed</div> <div>fear of getting the wrong digit</div>
<div>4</div> <div>Pain points</div> <div>Problems your user runs into</div>	<div>filling the details wrongly due to nervous disorder or any other problems</div>	<div>Scanning the image wrongly due to nervous of getting wrong digit</div>	<div>nervous incase of received information is correct or not</div>
<div>5</div> <div>Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	<div>choose the forget password option</div>	<div>rechecking the image (digits) before finalizing</div>	<div>verify the image and the details</div>

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