

# CUSTOMER JOURNEY MAP

## A Gesture-based Tool for Sterile Browsing of Radiology Images

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?	Reduce their difficulties during surgery for sterile browsing of radiology images	It enables easy and fast browsing of radiology images It enables easy and accurate formatting of images	Feedback from the patient Smooth and glitch free service Based on the time required to complete the surgery	Effective assistance to medical staff in processing and manipulating medical images
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Sterile browsing of images without touching the device Easy access and examination of the surgical region in the body without any contamination	This technology gives higher success rate Multiple surgery can be done small amount of time	Where to place the gesture in front of camera for accurate prediction Keep a clear and object free background Lighting in the room must be bright	Improves focus of attention during surgery Better hand gesture recognition to have higher accuracy
Touchpoint What part of the service do they interact with?	The customer deals with the radiology images of human body The customer can interact with the service through their hand gestures.	GUI Interface Showing hand gestures towards the camera Viewing the formatted image in the display screen	Enabling the camera module Confirming the gesture predicted by the model Viewing results via the User Interface	Interaction without touching the computers makes the surgery easy and fast Gestures recognized by sensors and their respective output are displayed in HD Display
Customer Feeling What is the customer feeling? <i>Tip: Use the <b>emoji app</b> to express more emotions</i>				
Backstage				
Opportunities What could we improve or introduce?	This service helps the customer to format the image which is essential during surgery. It will be good,	User friendly, fast response and accurate system	Detection of gestures using two hands simultaneously has yet	Can increase the range of distance and to detect image at any angle and position from
Process ownership Who is in the lead on this?	Hospital	Doctor and Surgeon	Doctor and Surgeon	Doctor and Surgeon