



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



Product School

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AI BASED LOCALIZATION AND CLASSIFICATION OF SKIN DISEASE WITH ERYTHEMA

TEAMID: PNT2022TMD29580

<div><div>SCENARIO</div><div>Diseases, Health care, Medical research, Signs and symptoms, Mathematics and computing</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware ofthis process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process,what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div>Symptoms</div><div>Dry skin, Peeling skin, Rashes, possibly with Itchiness or pain.</div></div> <div><div>Getting suggestion</div><div>Getting suggestion form friends,family and colleagues</div></div> <div><div>Searching on websites</div><div>Searching via net resources</div></div>	<div><div>Information about you</div><div>From your phone or Computer of your Skin condition And answer a few questions</div></div> <div><div>Screening</div><div>It helps youscreen your skinsymptoms</div></div> <div><div>Answer your question</div><div>It will helps to get personalized answers to your skin conditon questions</div></div>	<div><div>Upload your photo</div><div>From your phone or computer, upload 3 photos of your skin condition</div></div> <div><div>Ask Questions</div><div>ask a few question about your skinconditions</div></div> <div><div>Get information</div><div>using what it has learned from millions ofskin related images, dermatologists looks ofvarious skin</div></div>	<div><div>About</div><div>They will get to know about the type of skin disease</div></div> <div><div>Causes</div><div>The causes for that particular skin disease</div></div> <div><div>Treatments</div><div>They will come to know about correct treatment method.</div></div>	<div><div>Dermatologist</div><div>If the skin disease is veryserious means the shoulddirect the dermatologist</div></div> <div><div>Cure</div><div>Ther is no niget will cure the skin disease</div></div> <div><div>Relief</div><div>Ther will get relief from that problem.</div></div>
<div><div></div><div>Interactions</div><div>What interactions do they have at each step along the way?<ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touch points or physical objects would they use?</div></div>	<div><div>By their friends,family and colleagues</div></div> <div><div>With the help of internet.</div></div>	<div><div>Find the apps in app store.</div></div> <div><div>Description in the review.</div></div>	<div><div>The pictures where pictures upload.</div></div> <div><div>Uploading by any computer phone.</div></div>	<div><div>Consulting a person who have better knowledge about it.</div></div> <div><div>Getting Similar photos and detecting correct</div></div>	<div><div>Consulting a best dermatologist</div></div> <div><div>Continuous monitoring.</div></div>
<div><div></div><div>Goals & motivations</div><div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div>Want to find information quickly.</div></div> <div><div>It should be really useful.</div></div>	<div><div>Description should be clear.</div></div> <div><div>Reviews to be possitive.</div></div>	<div><div>Understand the benefits of using this.</div></div> <div><div>Quick access to information.</div></div>	<div><div>Informations to be accurate.</div></div> <div><div>The data is identified and captured correctly.</div></div>	<div><div>To get a better solution .</div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div>Detection of skin diseasehas several advantages over treatment</div></div> <div><div>Early detection reduces disfigurement</div></div>	<div><div>Reducing the size and extent of surgical removal</div></div> <div><div>Reduces side effects</div></div>	<div><div>Reduce late-stage patients experience from systemic therapies.</div></div> <div><div>They will get motivation the dermatologist.</div></div>	<div><div>They feel Relief.</div></div> <div><div>They will get early treatments.</div></div>	<div><div>They will feel protective.</div></div> <div><div>They will feel delightful after cured.</div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering,costly, or time-consuming?</div></div>	<div><div>They will get confused before knowing the disease.</div></div> <div><div>They will get many suggestions from many people.</div></div>	<div><div>He will be getting anger if not get a correct solution</div></div> <div><div>Many people not have faith on apps detection</div></div>	<div><div>They get worried about accurate detection.</div></div> <div><div>Their will be a l fear of the detection using apps.</div></div>	<div><div>If the result is not accurate it could lead to a misdiagnosis</div></div> <div><div>If the result is not accurate means delay in diagnosing skin cancer.</div></div>	<div><div>can't predict low Or high risk.</div></div>
<div><div></div><div>Areas of opportunity</div><div>How might we make each step better? What ideas do we have?What have others suggested?</div></div>	<div><div>Simple Registration form.</div></div> <div><div>Fast and convenient training system to tell you how to use all the functionality.</div></div>	<div><div>Skin database with verified images and easily accessible care information.</div></div> <div><div>Identifier of a skin disease by photo.</div></div> <div><div>Accessible sections with reminder.</div></div>	<div><div>Is that tell the type of skin disease and the stage of disease?</div></div>	<div><div>When identifying a disease bythe photo or video it offers the most obvious variant of diseases.</div></div>	<div><div>Reminder for taking medicines</div></div>