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**TIP**

As you add steps to the experience, move each these “Five Es” the left or right depending on the scenario you are documenting.

AI-based localization and classification of skin disease with erythemaACTIVE

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| --- | --- | --- | --- | --- | --- |
| **SCENARIO**  **costomer journey map** | **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**  Dry skin, Peeling getting suggestion  skin, Rashes, form friends,family **searching on**  possibly with and colleagues **websites**  itchiness or pain. | **information about screening Answer your you question**  From your phone or **It'll helps to get**  computer, upload 3 **helps you screen personalized answers**  photos of your skin **your skin symptoms to your skin condition**  condition and answer a **questions.**  few questions. | **Upload your photo Ask Questions Get information**  **From your phone or answer a few Using what it has learned from computer, upload 3 millions of skin-related images, questions about DermAssist then looks for signs**  **photos of your skin of various skin conditions in**  **condition your skin condition your submitted photos and**  **information.** | **about causes Treatments**  **They will get to The causes for that They will come to know about the type particular skin know about correct**  **of skin disease disease treatment method.** | **dermatologist Cure Relief**  **If the skin disease is The dermatologist They will be get**  **very series means the will cure the skin relief from that**  **should meet the**  **dermatologist diaease 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 With the help of  friends,family and internet.  colleagues | Find the apps in app Description in the store. review. | **The pictures where uploading pictures uploaded by myself. by any computer or**  **phone.** | **Consulting a person Getting Similar who have better photos and knowledge about it. detecting correct**  **type of skin disease** | **consulting a best Continuous**  **dermatologist 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 Reviews to be clear. possitive. | Understand the Quick access to  benefits of using this. information. | Informations to be The data is identified accurate. 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 Early detection  diseas has several reduces  advantages over disfigurement  treatment | reducing the size  and extent of reduces side effects surgical removal | reduce late-stage They will get patients experience motivation the from systemic dermatologist.  therapies. | They feel Relief. They will get early  treatments. | They will feel They will feel  protective. delightful after  cured. |
| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | They will get They will get many confused before suggestions from  knowing the disease. many people. | He will be getting Many people not anger if not get a have faith on apps correct sollution detection | They get worried Their wil be a l fear about accurate of the detection  detection. using apps. | if the result isnot if the result is not  accurate it could accurate means delay  lead to a in diagnosing skin  misdiagnosis 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? | Fast and convenient Simple Registration training system to tell form. you how to use all the  functionality. | Skin database with  verified images and Identifier of a skin Accessible sections  easily accessible care diaease by photo. with reminder.  information. | 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 |

**Need some inspiration?**

See a finished version of this template to kickstart your work.

[**Open HYPERLINK "https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace" HYPERLINK "https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace"example**](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)