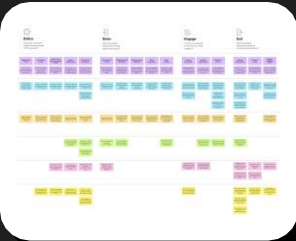


Customer experience journey map

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.

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







Project Name - A Novel Method For Handwritten Digit Recognition System

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

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



<div>SCENARIO</div> <div>To recognize the handwritten digit by system</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Visit website</div> <div>The client accesses our website's upload section.</div> <div>Upload image</div> <div>If the customer has a soft copy of the image, he must upload it.</div> <div>Detect image</div> <div>The client must scan the handwritten numbers</div>	<div>Start uploading image</div> <div>The customer will either upload the photograph if he wants to or scan it instead.</div> <div>Experience the output</div> <div>The client will see the digital product.t</div>	<div>Examining the image</div> <div>Examines the customer's upload for the appropriate handwritten image</div> <div>Process the image</div> <div>It will begin processing the image after it has been checked.</div> <div>The customer will be happy after the digits are correctly recognized.</div> <div>The customer will be satisfied following successful digit identification because they received their digits in the right order.</div>	<div>Exit the website</div> <div>The customer will be happy after the digits are correctly recognized.</div>	<div>Individual Recommendation</div> <div>The customer can share information with their friends and neighbours after using our user-friendly website.</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div>	<div>Website section for uploading images</div> <div>Scan the website's image section</div> <div>Digitized output section of the website</div>	<div>Website's picture section upload or scan</div> <div>Output section</div>	<div>Web page pop-up message</div> <div>Output section of website</div>	<div>Exchanges with the banker</div>	<div>Recommendation span across website</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>Please direct me to a suitable website.</div> <div>Please help me identify these handwritten numbers.</div> <div>Please help me prevent incorrectly recognizing handwritten</div>	<div>Help me scan or upload the image</div> <div>Please help me identify these numbers.</div>	<div>Could you help with the procedure in any way?</div> <div>Please give me some confidence with known digits.</div>	<div>Help me feel nice and satisfied once I exit the website.</div>	<div>Please assist me in encouraging others to use the website.</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>When the digits are accurately identified, it is exciting.</div> <div>When the digits are quickly identified, it is beneficial.</div>	<div>Anticipation of digit recognition</div> <div>It's very essential to get correct recognition of digit</div>	<div>This program typically works well since it correctly recognizes the numerals.</div> <div>We get contentment when we receive the right outcome.</div>	<div>People are happy as they exit the application.</div>	<div>We think people like these recommendations because they are satisfied</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Sometimes, people upload incorrect photos.</div> <div>Some people show some anxiety about having their numbers identified</div> <div>People might post the blurry pictures.</div>	<div>People may find it challenging to upload or scan the image.</div>	<div>Some individuals have difficulty uploading or scanning the photograph.</div> <div>While the image is being digested, people experience peer pressure.</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>If the wrong photographs are posted, might we receive an error</div> <div>Could we receive a notice when the image is appropriately identified?</div>	<div>Could we receive the image we uploaded?</div>	<div>Could you provide any assistance for the process?</div>	<div>Could you provide a history of recognized digits?</div>	<div>Could you give us a list of recognized digits over time?</div>

