CUSTOMER JOURNEY MAP

A Gesture-based Tool for Sterile Browsing of Radiology Images

Team ID: PNT2022TMID35818

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?	Difficulties during surgery to avoid contaminations	Provides Sterile Surgery / High Success Rate / Faster recovery after Surgery	Good Accuracy / Feedback from the Patients / Surgery is smooth, glitch free and takes Less time	Feedback Collection / Good Customer Service
Needs and Pains — What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Reduce Fear / Easy Way to Sterile browsing	Enables Accurate formatting of Images / It ensure Painless surgery / Lack of Privacy in Patient's Data	Keep a clear and object free background / Correct Gesture Detection / Covers Sufficient Distance	Make more attention during Surgery / Improves focus of Attention during Surgery / Easy way of getting results or outputs
Touchpoint — What part of the service do they interact with?	Radiology Images During Surgery	Good GUI / Correct Hand Gesture / Good Processed Image Output	Correct Gesture Confirmation / Webapp Implemented / Easy to use	Reduction of work Load / Improves Focus
Customer Feeling — What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	😁 Very useful to Medical Professional	😌	🤩 Found Very useful. Reduced their workload / Free to Contamination during surgery	🧑‍🤝‍🧑
Backstage				
Opportunities — What could we improve or introduce?	Very Needy to the medical Professionals	Fast Response time, Accurate, User Friendly	Long Distance or Operation can be	User Friendly, More accuracy , Features like
Process ownership — Who is in the lead on this?	Hospital	Doctor, Surgeon & Medical Professional	Doctor, Surgeon & Medical Professional / Researchers & Scientists	Researchers & Scientists / Doctor and Surgeon

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