Project Design Phase-II
Customer Journey

Date	04 November 2022
Team ID	**PNT2022TMID28896**
Project Name	AI-based localization and classification of skin disease with erythema
Maximum Marks	4 Marks

Template

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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Need some inspiration?

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

Open example →

Document an existing experience

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.

SCENARIO

Browsing, booking, attending, and rating a local city tour

Entice

How does someone initially become aware of this process?

Steps

What does the person (or group) typically experience?

Searching through the internet | Getting Suggestion | Symptoms

Most people first search through the internet for solution | Getting suggestion from friends, family and social media | Their body will react to the disease and the symptoms arises.

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?

People know our website based on user experience or told by the users | Interacting via internet | People scan disease and they know what disease they have

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

The Goal is to provide better way for the people in search of good website about skin diseases | The people's goal is to find a better site for their questions about skin problems

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

apply pre-work cream before starting a work period | apply conditioing cream after washing a hands

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Sometimes there might be confusion of diseases | They may get many suggestions from many websites and people

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Registration form

TIP

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

Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

Getting ideas

They can ask questions or doubts related to the disease and they can get an idea

Getting know about their disease

By telling the symptoms or by searching through by their symptoms they can know what skin disease they have

Ask questions

They can ask questions related to their skin disease

Information about the skin diseases

By getting some basic ideas about the disease and try it cure it

By telling about our symptoms or by uploading the image

By uploading the image of our skin it can give some solutions to cure it

Ask questions and get an clear idea

It will give answers to the questions asked about our skin diseases.

We guide the users by giving the description

If they not understand means we provide the video demo also how the app working

First you have to scan the image where you have the wounds

The scanned images detect disease with help of the already trained data set

Informaton provided should be clear and best

Should match Doctor's Opinion

Should be Highly useful

Should be correct

Predictions results must be perfect

Hold in fluid and prevent dehydration

Stabilize your body temperature

Synthesis Vitanim Din response to sun exposure

Control stress and Exercise regularly

It may lead to demerit if skin disease is not correctly predicted

No belief in apps or websites

accurate detection might happen .This may lead to fear

Fear of detection using apps or websites

Identify the skin disease with the image of our skin

Tell us about the type of the disease

Exit

What do people typically experience as the process finishes?

About the disease

Effects about the disease

What treatment to take

At the end of the process the user can know what disease it is and about its causes

Can know about the effects of the diseases

At the end of the process the user can know what treatment to take.

After finishing the process the users are able to identify the which type they have.

We get a lot of similar images based on the similarity we detect and predict the correct disease

To get a better solution

Faster results

people generally leave tours feeling refreshed and repaired

People looking back on their past trips

Delay in diagnising skin diseases

Misdiagnosis of diseases may happen

User can identify the skin disease and they can get the accurate solution

Extend

What happens after the experience is over?

Cure

Meeting the doctor

Cure to the disease

Meet the doctor and get preventive measures.

Then they have to consult the doctor based upon the disease they have.

They have two possible ways either they notify by neural or artificial utility doctor

The data should be updated regularly

We think people like their recommandations because they have an extremely high engagement rate

cant pretend low or high risk

Remind us to take the necessary medicines and lotions