

Project Design Phase - II

Customer Journey Map

Date	8 October 2022
Team ID	PNT2022TMID01309
Project Name	A Novel Method for Handwritten Digit Recognition System
Maximum Marks	4 Marks

User journey

by the Design team of Department of Electronics



1 Phases

High-level steps your user needs to accomplish from start to finish

MOTIVATION

INPUT: HANDWRITTEN IMAGES OF DIGITS

RECOGNIZE DIGITS

OUTPUT

2 Steps

Detailed actions your user has to perform

Wants to recognize handwritten digits accurately

Search for various products based on its accuracy rates

Finds the best one

Upload the images of handwritten digits

Request to recognize the digits available in the images

Waits for the digits to be recognized

Gets the recognized digits as output in digital format

3 Feelings

What your user might be thinking and feeling at the moment



Excited

Happy to find a best one

eager

Satisfied



Stressed

Confused

Worried

Anxious

4 Pain points

Problems your user runs into

Stressed with checking for a method to recognize handwritten digits

Confused to choose the best one among the available choices

Worried about the accuracy

Trustworthy or not

How long will it take to recognize the digits?

How it works for complex handwritten digits?

Accuracy of the recognized digits

5 Opportunities

Potential improvements or enhancements to the experience

Easy availability of products to recognize digits

User-friendly

Recognize complex handwritings

Faster response

Higher quality