

## Project Design Phase – II

### Customer Journey Map

Date	10 October 2022
Team ID	PNT2022TMID30139
Project Name	A NOVEL METHOD FOR HANDWRITTEN DIGIT RECOGNITION SYSTEM
Maximum Marks	

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?	Convert handwritten digit into digital form	Customer can trust and upload High accuracy	Upload user input Recognition of user input Convert into digital form	Easy to use Lowtime consumption User friendly
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Reduce repetitive work Avoid manual error	Internet availability Reduce manual work	Accurate prediction Customer can save the time	Platform independent Useful to people in different field
Touchpoint What part of the service do they interact with?	Prediction of special character	Show accuracy graph along with the output	Usage of better algorithm Improvement in fast prediction Comparing with other models	Process confidential information Sharing website to beneficial people
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	😊	😬	😄	👨👩👧👦
Backstage				
Opportunities What could we improve or introduce?	More accurate	Valid information - valid	Development of mobile	Avoid sharing of incorrect data
Process ownership Who is in the lead on this?	User	GUI	Model	Website