

Date	08 October 2022
Team ID	PNT2022TMID06091
Project Name	A Novel Method for Handwritten Digit Recognition System
Maximum Mark	4 Marks

SCENARIO

A Novel Methodfor
Handwritten Digit
Recognition System



Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



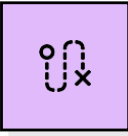
Exit

What do people typically experience as the process finishes?



Extend

What happens after the experience is over?



Steps

What does the person (or group) typically experience?

Find Solution

People in banking sector need some software to detect the hand written digits in cheque

Listing Requirements

Customer need a camera or scanner to take digital copy and good internet connection

Browsing the UI

The user browsing the User Interface of the software

Learning

Learns how to use the software

Testing

The User test the software, whether it is giving 100% correct result

Starting to use in real time

Once the customers satisfied with the result they begin to use it in real time scenario

Experiencing

Customer feel comfortable to use the software

Feedback

While leaving the software a feedback will be pop up to record the customer experience

Submitting of feedback

User will write and submit the feedback and those are recorded for future development

Routine usage

once user trust the software, he will make routine to use this software



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?

Interact with other banker who is using this software

Visit the website

Send the photos to website.

Interact with UI

Getting Knowledge about theSoftware

Customizing the Settings

Changing the setting that worked wrong

Verifies the Changed settings

Recommend this software to other bank employees and friends



Goals & motivations

At each step, what is a person’s primary goal or motivation? (“Help me…” or “Help me avoid…”)

To reduce the workload of manual entering of handwritten digits in cheque

Error free output

To learn about software

Practice to upload images

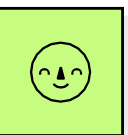
To avoid complexity

To get digital digits

To verify the accuracy of the software

Trying to improve the software usage

Tweaking some configuration



Positive moments

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

work can be easily done

Scanner or camera is enough

Good andfriendly UI

No big configuration needed

Mostly accurate

Best performance

Less time consuming

It is a productive environment used in various department

Worth to suggest to other friends and colleagues



Negative moments

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

Accuracy is questioned

Image quality is questioned

Will camera of any quality is ok

Internet connection is needed

It is addictive software



Areas of opportunity

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

Increases productivity in various field

We can use this for many other usage

To increase the performance

To make better UI

Feedback can be obtained

We can collect all the transaction in digital form

We can improve the software using the feedback

