

## Project Design Phase-II

### Customer Journey Map

Date	10 October 2022
Team ID	PNT2022TMID10852
Project Name	AI based localization and classification of skin disease with erythema
Maximum Marks	4 marks

### Customer Journey Map

PHASES	MOTIVATION	REGISTRATION	UPLOAD IMAGE	DISEASE PREDICTION	CHOOSE MEDICINE	SEND FEEDBACK
<b>Actions</b>	Patient needs to cure the disease before its getting spread	The user needs to sign in to create the account using username and password, if already done, the user can simply login	The patient can touch the camera option and can click the picture where the disease is located in their body	The application will display the disease name that is affected in their skin	The application shows the various medicine that is related to the disease and the user can choose the medicine to the disease accordingly	The patient or the user can send the feedback after using the medicine and its application
<b>Touchpoint</b>	The patient should be satisfied with the efficiency of treatment	The user will be happy to complete the registration	The patient will have lot of options to upload the image	The user will find out the disease that affected their skin	The patient will have lot of medicines to cure the skin disease that affects their body	The user can even contact the experts by sending the feedback
<b>Customer feeling</b>	😊	😊	😊	😞	😞	😊
<b>Customer thoughts</b>	Patient should be aware of the disease and also be optimistic about it	The user will think what will happen if I didn't complete the registration	What if I didn't take the picture clearly?	The patient will think what will happen if the skin disease is incurable	The patient will be confused about choosing the best medicine	The user will have a lot of medicine to cure the disease
<b>opportunity</b>	The user will get any other application for the disease prediction	The user can choose the alternate account for sign in or they can check their network connection	The patient can relick the picture if it is not clear or can use alternate phone for camera quality using their login credentials	There are more experts in doctor in this field so the patient can consult them	The patient can give possible searches for the medicine they are looking for and can ask suggestions from the experts	The patient will be sad if they didn't get to know any experts guidance