PROJECT DESIGN PHASE – II

CUSTOMER JOURNEY MAP

DATE	05 OCTOBER 2022
TEAM ID	PNT2022TMID16374
PROJECT NAME	A GESTURE BASED TOOL FOR STERILE BROWSING OF RADIOLOGY IMAGES
MAXIMUM MARKS	4 MARKS

Customer Journey Map — A GESTURE BASED TOOL FOR STERILE BROWSING OF RADIOLOGY IMAGES

	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 solutions; Found the gesture based tool; Listing requirements and installation; To avoid infection for patient, the surgeon tries to find a solution; The user found that, the gesture based tool is optimal to solve the problem; The surgeon needs the computer with a good webcam nd then installing the software	Browsing the UI; Learning; The user using the browsing interface of our software; The surgeon learns to use our Software	Starting to use in real scenario; Experiencing; The user trusts our software and use that in real scenario; The surgeon feels comfortable and convenient	Prompt for feedback; Writing and submitting feedback; After the work done the feedback prompt will be shown to the customer; The user writes and gives good feedback and submitting the feedback	Making his routine; The user will use the Software again when he needs
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?	Asking for suggestions from other surgeons; Visit the website; Download our software	Interact to the UI; Getting knowledge about software	Customize the settings; changing the action(e.g. image resize...) for specific gesture	Again changing the settings that worked wrong; Verifies that the settings has changed	Recommend this Software to other Surgeons
Goals & motivations — At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	To avoid spreading of infection; To find a good solution for the sterile browsing of radiology images	To learn about our software; To practice to give gesture inputs	To complete his need(Browsing of radiology images); To avoid complexity	To verify the accuracy of the software; Trying to improve the software by giving different input gestures	Tweaking some configurations
Positive moments — What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Work can be easily done; Prevents infection; Computer with simple webcam is enough	Good and friendly UI; No big configurations needed	Mostly accurate; Best performance	Work done easily	It is productive applicable in various departments; Worth to suggest for other surgeons
Negative moments — What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	The question arises: Is it better than manual browsing?; The question arises: Does it work with any webcam and computer?	The user has to remember the various gestures; It is not precise and sometimes it is vague	It is less accurate sometimes; Focus issues occur sometimes while scanning gesture with low quality webcam	The user should tweak some settings in order to make the software accurate at next time; The user should close the software properly this may take some time	The user will feel inconvenient without this software
Areas of opportunity — How might we make each step better? What ideas do we have? What have others suggested?	Increase awareness; Adding more details and procedures in the website	To increase the support for all-kind of devices; Increase the support for low quality webcams	To increase the performance; To make the UI better; We can improve the software to work with low lighting conditions	The feedback can be obtained; We can collect the input and output data that obtained during process	We can improve the software with the feedback obtained from the user; We can increase reliability with the collected data