

Project Design Phase -II	
Customer Journey Map	
Date	16 October 2022
Team ID	PNT2022TMID46204
Project Name	A Novel method for Handwritten Digit Recognition System
Maximum Marks	2 Marks



People
2-9



Time
30 min



Difficulty
Beginner

<div><div></div><div>Phases</div><div>High-level steps your user needs to accomplish from start to finish</div></div>	MOTIVATION		UPLOAD HANDWRITTEN IMAGES OF DIGITS		RECOGNIZE DIGITS		OUTPUT		
<div><div></div><div>Steps/ Touchpoints</div><div>Detailed actions your user has to perform</div></div>	software to recognize handwritten digits preciously	searching for website or application to recogninze handwritten digits	thinks about the accuracy rate of the various available product	choose the best one	uploads the image of digital handwritten digit	submit the image to be recognized	processing the digits to be recognized	final recognized digit is displayed as output	percentage of digit correctness is displayed
<div><div></div><div>Feelings</div><div>What your user might be thinking and feeling at the moment</div></div>	<div><div></div><div></div></div>	productivity	curious	happy	eager		satisfied		surprised
			confused about productivity		resource concerns		nervous		worry about correctness
<div><div></div><div>Pain points</div><div>Problems your user runs into</div></div>	patience to know about resources to find the way to recogninse handwritten digits		choosing the best among all	accuracy of products available		time taken to recognize digit	complex working	rate of accuracy of digit	
<div><div></div><div>Opportunities</div><div>Potential improvements or enhancements to the experience</div></div>	availability of market products		easy to use	less complex to use		response time of website/ applicaaation		recognized handwritten digit correctness	<div><div>TIP</div><div>Click on the + outside the border of the table to add additional rows and columns.</div></div>

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