

## Customer Journey Map – EduTutor AI

Step	Experience	Interactions	Things	People	Goals & Motivation	Positive Moments	Negative Moments	Opportunities
Discover Platform	Learns about EduTutor AI	Registration using Google OAuth	Mobile O/Laytop	Self	Trusted recommendation from a peer or mentor	Trusted recognition from a peer	Unclear on how if I'm doing well	Show shutdown or testimonials directly on landing page
Sign Up & Login	Logs in using Google	Google OAuth sign-in	Streamlit UI login page	Home Library	Simple UI, getting entry	Instant results boosting confidence	No hint on which topics I got wrong.	Show a short demo or testimonial from a user
Generate Quiz Details	Enter Quiz details	FastAPI that Sign-In	Home	Self	Instant results boosting confidence	Instant results boosting confidence	No way to get recommendations back to	Enable a feedback system
Submit Answers	Completes and submits quiz	Streamlit UI-Backend	Home	Teacher	Instant results boosting quiz	Instant results boosting confidence	No way to give comments on a specific question	Enable teacher feedback system
Submit Answers	Gets new quiz details	Educator AI detector	Educator Streamlit panel	Teacher	Help me understand how my students are doing	Help me improve and track progress	Add progress graph/ color coded topic mastery	Enable teacher feedback system
Review & Recommendation	Gets new quiz suggestion based on performance	AI prompt with adaptive topic suggestion	Adaptive ML logic	AI System	Teach me more based on my learning path	Boring if the material is too easy	Adaptive and helpful next quiz feels relevant	Vary format and including gamified quizzes