



Customer Journey Map – Pollens Profiling Automated

Classification of Pollen Grains

Stage	User Actions	Touchpoints	User Goals	Positive Moments	Pain Points	Stage
Awareness	Sees a project demo, GitHub repo, or shared link	Social media, GitHub, academic showcase	“Help me discover an AI-powered image classification tool”	Clean visuals and branding	May not understand what the app does immediately	Awareness
Homepage Visit	Lands on homepage and reads about the app	Homepage (index.html)	“Understand the app’s purpose and how it helps me”	Visually pleasing UI with lemon theme	May want a quick example of prediction	Homepage Visit
Navigate to Prediction	Clicks on “Prediction” from navbar	Navigation bar	“I want to test the model with my own image”	Clear call-to-action button	Doesn’t know accepted image format	Navigate to Prediction

Upload Image	Clicks to upload or drag-drop image	Prediction form UI (prediction.html)	"Let me easily upload an image and get results"	Smooth preview experience	Might upload wrong file type	Upload Image
Wait for Result	Loading screen appears while prediction happens	Loading spinner	"Let me know it's working and not broken"	Clear loading state	Delay may cause worry	Wait for Result
See Prediction	Receives AI output (class label)	Result area	"See how the AI classified my image"	Fast accurate result	Unsure what class means	See Prediction
Explore About/Team	Browses team and about pages for credibility	Navbar → About/Team	"Learn who built this and why"	Personal team photos, mission section	None major	Explore About/Team
Contact	Sends message or feedback via Contact page	contact.html form	"Give feedback or ask a question"	Easy-to-use form	Lacks confirmation feedback	Contact
Revisit	Returns to try new images or explore further	Saved bookmark, repo revisit	"Try more images, show others, or contribute"	Reusability, trust builds	Might not remember URL	Revisit