**🗺️ Customer Journey Map – Pollens Profiling Automated Classification of Pollen Grains**

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| --- | --- | --- | --- | --- | --- | --- |
| 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 |