

-Project Design Phase Part 2-

-Determine the Requirements – Customer Journey Maps-

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Team ID	/PBL-NT-GP--21106-1683005427
Project Name	Crime Vision Advanced Crime Classification with Deep Learning

CUSTOMER JOURNEY MAPPING

AWARENESS STAGE

- Customer discovers the project through marketing materials, online ads, or word-of-mouth.
- Customer learns about the benefits of advanced crime classification using deep learning technology.

RESEARCH STAGE

- Customer conducts online research to gather more information about the project.
- Customer explores the project website, reads case studies, and reviews technical documentation.
- Customer compares the project with alternative crime classification solutions.

REQUIREMENTS GATHERING

- Customer provides information about the types of crimes they want to classify, data sources available, and desired accuracy levels.
- Project team asks probing questions to clarify requirements and gather any additional information

PROPOSAL AND AGREEMENT

- Project team creates a detailed proposal outlining the project scope, timeline, cost, and deliverables.
- Proposal includes a customized solution that addresses the customer's requirements.
- Customer reviews the proposal, asks for clarifications if needed, and ultimately agrees to move forward with the project.

DEVELOPMENT AND TESTING

- Project team develops the advanced crime classification system using deep learning techniques.
- Regular communication is maintained with the customer to provide progress updates.
- Customer may provide additional data for training and testing purposes.

TRAINING AND IMPLEMENTATION

- Project team conducts training sessions to familiarize the customer's staff with the system.
- Customer's personnel learn how to input crime data, configure parameters, and interpret classification results.
- The system is integrated into the customer's existing workflows and processes.

EVALUATION AND FEEDBACK

- Customer evaluates the performance and effectiveness of the advanced crime classification system.
- Feedback is collected to identify areas of improvement and address any remaining concerns.
- Customer's suggestions and insights are taken into account for future enhancements.

LONG-TERM ENGAGEMENT

- The project team maintains a long-term relationship with the customer, providing updates on advancements in crime classification and deep learning technologies.
- Additional services, such as system upgrades or customization, are offered based on the customer's evolving needs.