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PROJECT NAME	REAL-TIME COMMUNICATION SYSTEM POWERED BY AI FOR SPECIALLY ABLED
MARKS	4 MARKS

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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SCENARIO Browsing, booking, attending, and rating a local city tour	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	<div>Networking with influencers and schools for specialty offers</div> <div>Marketing on social media websites</div> <div>Assessments assigned through MOOCs and ADOCS</div> <div>Encourage a repeat visit by providing the application after recommended for review and approval</div> <div>Through online learning, demonstrate the value of our application and work a higher audience</div> <div>By creating awareness, the application will work a higher audience</div>	<div>Redirected to the homepage</div> <div>User permissions to access information upon the completion with different controls</div> <div>User Registration/ Login</div> <div>Users have access to mobile devices and using user name to log using their credentials</div> <div>Users need to select a role or the system that are available for further progression</div> <div>Users need to select a role or the system that are available for further progression</div> <div>Users need to select a role or the system that are available for further progression</div>	<div>Based on the user's role, a role will be selected to use the features of it</div> <div>Based on the user's role, a role will be selected to use the features of it</div> <div>Based on the user's role, a role will be selected to use the features of it</div> <div>Translated output based on the user's role will be returned</div> <div>Users will fill the feedback form for further application improvement</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users have the privilege to specify additional gestures for recognition</div>	<div>Provide feedback and ratings</div> <div>Logout</div> <div>Users can log out of the application when needed</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users can use their feedback to make the application more user-friendly</div>	<div>Improve the application based on user feedback</div> <div>Expand the number of recognizable gestures</div> <div>Personalized gesture requests</div> <div>Users have the privilege to specify additional gestures for recognition</div> <div>Users have the privilege to specify additional gestures for recognition</div> <div>Users have the privilege to specify additional gestures for recognition</div>
Interactions What interactions do they have at each step along the way? ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use?	<div>User interacts with the application</div> <div>Through social media, the user interacts with the application</div> <div>User interacts with the application and work a higher audience</div>	<div>User creates an account in the web application using email credentials</div> <div>User allows permissions to access information upon the completion with different controls</div>	<div>Based on the user's role, a role will be selected to use the features of it</div> <div>Based on the user's role, a role will be selected to use the features of it</div> <div>Based on the user's role, a role will be selected to use the features of it</div> <div>Translated output based on the user's role will be returned</div> <div>Users will fill the feedback form for further application improvement</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users have the privilege to specify additional gestures for recognition</div>	<div>Provide feedback and ratings</div> <div>Logout</div> <div>Users can log out of the application when needed</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users can use their feedback to make the application more user-friendly</div> <div>Users can use their feedback to make the application more user-friendly</div>	<div>Improve the application based on user feedback</div> <div>Expand the number of recognizable gestures</div> <div>Personalized gesture requests</div> <div>Users have the privilege to specify additional gestures for recognition</div> <div>Users have the privilege to specify additional gestures for recognition</div> <div>Users have the privilege to specify additional gestures for recognition</div>
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>Help me find a much more convenient way to compare content</div> <div>Help me to using such an application</div>	<div>Help me in creating an account and using the various features of the application</div>	<div>Help me to choose the suitable mode</div> <div>Help me in the conversion process accordingly</div> <div>Help me to consider video or audio recording</div>	<div>Help me to fill the feedback form</div> <div>Help me to log out properly</div>	<div>Help me achieve personalization</div>
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>It motivates the user to interact with the application</div> <div>It motivates the user to interact with the application</div>	<div>Registration through email and password</div> <div>Registration through email and password</div>	<div>Interactive content based on the user's role</div> <div>Easy of using the features</div>	<div>Feedback forms will be reviewed to improve process</div> <div>Simple input process</div>	<div>Customization of gestures</div> <div>Regular updates of the application in accordance with feedback</div>
Negative moments What steps does a typical person find frustrating, confusing, engaging, costly, or time-consuming?	<div>User will find it difficult to use the application</div> <div>User will find it difficult to use the application</div>	<div>User will find it difficult to use the application</div> <div>User will find it difficult to use the application</div>	<div>User will find it difficult to use the application</div> <div>User will find it difficult to use the application</div>	<div>User will find it difficult to use the application</div> <div>User will find it difficult to use the application</div>	<div>User will find it difficult to use the application</div> <div>User will find it difficult to use the application</div>
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Promotion of app in other websites through marketing and social media</div> <div>Traditional way of marketing through newspaper and magazines</div> <div>Take on a new role in the application and work a higher audience</div>	<div>Community created and members among different users</div> <div>Emergency support</div> <div>Using it to an extension in different websites</div>	<div>Translation to different languages</div> <div>Using white phone calls</div>	<div>Automatic redirect to homepage after login</div> <div>Interactive feedback forms based on questionnaire</div>	<div>Frequent updates of the application</div> <div>Using history of user to automate user-based conversion</div>