**WEEK – 2**

**COURSE NAME – PRODUCT DESING THINKING FRAME WORK**

**COLLEGE NAME – QUANTUM UNEVERSITY**

**BATCH NUMBER - 01**

**TASK NO – 3**

**TASK NAME – Create a story board for a product**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **STAGE** | **DESING ACTIVITIES** | **PURPOSE** | **GOAL** | **VISUALIZATION STYLE** |
| **ANALYSIS** | **Customer behaviour analysis** | **Identify pain points in customer queries** | **Automate support to reduce wait time** | **Heatmaps, conversation flow analysis** |
| **SYNTHESIS** | **Ai training, NLP model development** | **Enhance natural conversations** | **Make the chatbot responsive and intelligent** | **NLP model architectures, chatbot logic diagrams** |
| **SIMULATION** | **Bot- human interaction testing** | **Asses response accuracy and user experience** | **Reduce miscommunication and errors** | **AI conversation scripts, flowcharts** |
| **EVALUTION** | **A/B Testing sentiments analysis** | **Improve response accuracy and user experience** | **Increase customer satisfaction** | **Feedback reports, error logs** |
| **DECISION** | **Deployment & continuous updates** | **Implement chatbot for real- time support** | **Reduce human workload and improve response time** | **Dashboard visualization, chat UI previews** |