TEAM ID: PNT2022TMID43796

✴ TITLE: REAL TIME COMMUNICATION

SYSTEM POWERED BY AI FOR SPECIALLY ABLED

**Document an existing experience**

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

**TIP**

As you add steps to the experience, move each these

“Five Es” the left or right depending on the scenario you are documenting.

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.

Created in partnership with

SCENARIO

**Browsing, booking, attending, and rating a local city tour**

**Steps**

What does the person (or group) typically experience?

**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?

**Entice**

How does someone initially become aware of this process?

Ads in social media

**By conducting programs at educational institution or public places**

Via radio or TV broadcastings

Fear of misconception of

conversation

It is not sure that normal people

understand sign language

People sympathizing or mistreating them

**Enter**

What do people experience as they begin the process?

Real time captioning

Visual sensor to capture information

**They don't feel**

**communication as a barrier**

Make use

of hand gesture

Virtual assistance

**Engage**

In the core moments in the process, what happens?

**Translation and synthesis by capturing**

**signs**

**Conversion of sign**

**language into text**

AI aided machine translation

Live predictions

**Exit**

What do people typically experience

as the process finishes?

**Bridges communication gap**

Less effort

**Extend**

What happens after the experience is over?

**Encourage communication with people**

**Access to job opportunities**

Build an emotional connecting

User friendly

**Goals & motivations**

Help me to recover from disabilities

Help me to access to public services

Help me to get job opportunities

**Help me to be independent**

No need for

interpreter

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

Help me to figure out speech

Help me to convey my thoughts

**Help me to maximize my friends circle**

**Help me to interact independently without a translator**

Help me to overcome barriers

**Positive moments**

**Easy to understand**

Expressing their view to others

Exposed to more

gestures

**Smooth conversation**

**Feels motivated in chasing their dreams**

Spending time with family and friends

Relieved from stress

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

**Create a friendly environment**

Feels better

Likes to be socially

active

**Negative moments**

Eye damage

**No direction to follow or fulfil their dreams**

Feels lonely in gatherings

**Has a tough time in spending**

**time with family members or friends**

**Communication gap**

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

**Miscommunication**

Fear and anxiety of future

**Background noise**

**Can't express their feeling to others**

Feels insecure

Buffering

[**Share template feedback**](https://muralco.typeform.com/to/CiqaHVat?typeform-source=app.mural.co)

**Areas of opportunity**

How might we make each step better? What ideas do we have? What have others suggested?

**Helps employee in an**

**organisation**

**IT jobs are good for deaf for**

**profiles such as programmer, developer etc.**

**Special educational teacher**

Sign language

teacher

**Can educate students who have hearing**

**challenges**

**Digitalizing their details and giving id for them**

**Reservation for specially abled**

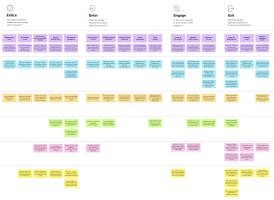
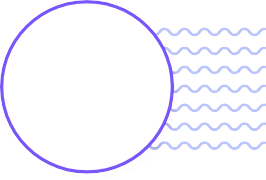
**Getting**

**government jobs**

**Communication is not necessary for writing fiction**

**novels, photography, painting houses etc.**

Reduce the level of inequality



**case of**

**emergencies**

**Helpful in**

**avoid**

**misconception during the conversation**

**Help me to**

**Template**

**Need some inspiration?**

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See a finished version of this template to kickstart your work.

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[**Open example**](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)