Customer Journey Map

**Project**: Edu Tutor AI – Personalized Learning with Generative AI and LMS Integration

**Team ID**: LTVIP2025TMID31897

**Date**: 21 June 2025

**Scenario**

A student uses Edu Tutor AI to upload study material, get AI-based summaries, clarify concepts through chat, take quizzes for practice, and track their learning progress in a personalized dashboard.

**Stages Entice**

Student hears about Edu Tutor AI through word-of-mouth, student WhatsApp groups, social media, or school campaigns.

**Enter** The student accesses Edu Tutor AI on web or mobile, and registers/logs in using email or Gmail

**Browse**

The student explores topics or uploads their own PDF notes or textbooks to begin learning.

**Use PDF Summarizer**

AI processes the uploaded PDF and provides a simplified, structured summary highlighting key concepts, saving time and boosting understanding.

**Engage with AI Tutor**

Student interacts with the AI tutor, asking follow-up questions about the summarized content or specific topics they find difficult.

**Generate & Start Quiz**

The student generates a quiz from either the AI summary or selected topic to test their comprehension.

**Submit Quiz**

Student completes the quiz and receives instant scoring, explanations for each answer, and suggestions to improve.

**Track Progress**

In the progress tracker dashboard, the student views their quiz scores, completed modules, and topic-wise strengths and weaknesses over time.

**Save Module**

The student saves AI-generated summaries, quiz reports, and progress snapshots in their dashboard for review later.

**Exit**

The session ends with the student feeling empowered and more confident about their preparation.

**Extend**

Student receives smart notifications and emails about topic recommendations, uncompleted lessons, and upcoming practice quiz reminders.