DefineCS, fitinto CC

ExploreAS,differentiate

Focuson J&P, tapinto BE,understand RC

1.CUSTOMERSEGMENT(S) `CS`

The normal people who are trying to communicatewith Specially abled persons such as deaf and dumbpeoplearethecustomer

6.CUSTOMERCONSTRAINTS `CC`

Whatconstraintspreventyourcustomersfromtakingactionorlimittheirchoicesofsolutions?

Thesignlanguageisnotunderstandabletoall.Thedifficultyinunderstandingthesignlanguagebynormalpeople

5.AVAILABLESOLUTIONS `AS`

Whichsolutionsareavailabletothecustomerswhentheyfacetheproblem

orneedtogetthejobdone?Whathavetheytriedinthepast?Whatpros& cons do these solutions have? i.e. pen and paper is an alternative todigitalnotetaking

Provide personalized learning experiences. It makesuseoftexteditorsandsocialmediatoEasytolearnandvisualizeaccess withallkeywords.

UsingtexttypewritersandAIBaseddevicesie.Voicerecongnition

2.JOBS-TO-BE-DONE/PROBLEMS `J&P`

Which jobs-to-be-done (or problems) do you address for yourcustomers?Therecouldbemorethanone;exploredifferentsides

Createacommunicationlinkbetweendeaf-dumbandnormalpeopleUnderstandinginputsfromtheusermaytake alotofefforts..

AIinstantlytranscribestheconversationofagroup of people. Its algorithm adds punctuation,the name of the person who is talking, and thenecessary vocabulary from the user's dictionary.Voice Accesswas specially created for peoplewith reduceddexterity.

9.PROBLEMROOTCAUSE `RC`

Whatistherealreasonthatthisproblemexists?Whatisthebackstorybehindtheneedtodothisjob? i.e.customershavetodoitbecauseofthechangeinregulations.

Thecommunicationbarrieristherootcause.

Duringemergencythespeciallyabledpeoplecannotcontact or express their feelings to others (normalpeople).

The feeling cannot be shared with other they feelstressed.

7.BEHAVIOUR `BE`

Whatdoesyourcustomerdotoaddresstheproblemandgetthejobdone?

i.e.directlyrelated:findtherightsolarpanelinstaller,calculateusageand benefits;indirectlyassociated:customersspendfreetimeonvolunteeringwork (i.e.Greenpeace)

AI has a huge impact on people with disabilities everydaylives.

Today,facialrecognitionsoftwareisbeingusedforblindchildren to read books aloud and as an accessible way fordeafpeopletocommunicatewithothersviavideochat.

Focuson J&P, tapinto BE,understand RC

3.TRIGGERS **TR**

WhattriggerscustOmerstOact?i.e.seeingtheirneighbOurinstalling sOlarpanels,readingabOutamOreefficientsOlutioninthenews.

An ability of the customers to communicateefficientlyatseriousandnecessarysituati ons.

AIistoenableyoutoachievepersonalfulfillment and stay adaptable in this fast-changingtechindustry.
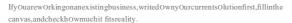
4.EMOTIONS: BEFORE/ AFTER **EM**

Howdocustomersfeelwhentheyfaceaproblemorajobandafterwards? i.e.lOst,insecure>cOnfident,incOntrOl-useitinyOurcOmmunicationstrategy&design.

VisuallyimpaireduserscansetituptoworkwithVoiceOver.Allowspe oplewithdisabilitiestofullycontroltheirenvironments

10.YOURSOLUTION **SL**

IfyOuarewOrkingonanexistingbusiness,writedOwnyOurcurrentsOlutionfirst,fillinthe canvas,andcheckhOwmuchit fitsreality.
IfyOuarewOrkingonanewbusinessprOpOsition,thenkeepitblankuntilyOufillinthecanvas andcOmeupwithasOlutionthatfitswithincustOmerlimitations,sOlvesaprOblemand matchescustOmerbehaviour.

This device helps in emergency situations to contact .Thecustomercan sharetheirfeelingsandalsohelpsinexpressingemotions and theirmotives.

8. CHANNELSofBEHAVIOUR **CH**

8.1 ONLINE

Whatkindofactionsdocustomerstakeonline?Extractonlinechannelsfrom#7

AItechnologiescanplayanimportantroleinbreakingdownthecommunica tionthroughonlinetranslation.

8.2 OFFLINE

WhatkindOfactionsdOcustOmerstakeoffline?ExtractOfflinechannelsfrOm#7 andusethemfOrcustOmerdevelOpment.

Theybuydevicesthathelpsintranslatingsignedlangu agetotext and vice versa.