Project Design Phase-II
Customer Journey Map

Date	04 October 2022
Team ID	PNT2022TMID52118
Project Name	Real Time Communication Powered by AI for Specially abled
Maximum Marks	4 marks

Customer Journey Map

PHASES	MOTIVATION	INFORMATION GATHERING	ANALYSIS VARIOUS PRODUCTS	CHOOSE THE MOST EFFICIENT PRODUCT	PAYMENT
Action	Both the ordinary as well as the specially abled need a effortless communication.	Wants to choose an efficient application for communication.	Various solution are available using smart gloves.	Elongate usage of gloves results in closing of switch which results improper gesture transmission, so an app that translates continuously without any distress is preferred.	It is a service based model and user satisfaction is important.
Touch Point	The user gets satisfied with the efficiency of the application.	After the application comes to the market the specially abled people need not worry about their translation.	The people are astound by the various types of products available.	It will be more useful for the society and the specially abled people can use it for free of cost.	Understanding the importance of this application, the government purchases this application.
Customer Thought	The people find it more useful for interacting with the specially abled during a public gathering.	The person thinks that the application might not be able to understand the gesture sometimes.	The person thinks that there will be an alternative solution for this problem .	This application is very much useful for day to day communication.	The application is user friendly.
Opportunities	The user will get advanced features in this application.	The user must know the flow of application.	The user must know all possible ways of solutions that are available.	The user must make use of the right application for them.	This application will be of great use around the globe.