**Project Name**: Real-Time Communication System Powered by AI for Specially Abled Team ID: PNT2022TMID23730

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**BE**

**7. BEHAVIOUR**

What does your customer do to address the problem and get the job done?

Text Usage to convey information Use of understandable signs

Lip reading

**RC**

**9. PROBLEM ROOT CAUSE**

What is the real reason that this problem exists? What is the back story behind the need to do this job?

Everyone does not sign language

Inability to communicate normally and effectively Improper interpretation

There is a need to develop a system to convert sign language to speech and vice-versa There should be a conversation engine to communicate

**J&P**

**2. JOBS-TO-BE-DONE / PROBLEMS**

Which jobs-to-be-done (or problems) do you address for your customers?



**Explore AS, differentiate**

**Focus on J&P, tap intC**

**Deﬁne CS, ﬁt into CC**

**Focus on J&P, tap into**

|  |  |  |  |
| --- | --- | --- | --- |
| **1. CUSTOMER SEGMENT(S)** | **CS** | **6. CUSTOMER CONSTRAINTS CC** | **5. AVAILABLE SOLUTIONS AS** |
| Who is your customer?  Deaf & Dumb people (Specially Abled) |  | What constraints prevent your customers from taking action or limit their choices  of solutions? | Which solutions are available to the customers when they face the problem  or need to get the job done? What have they tried in the past? What pros & cons do |
|  |  | Network related factors  Sign language may vary according to every specially abled Budget  Cross Platform availability | these solutions have?  Learning sign language  Interpretation using Hardware components like smart gloves and finger caps Assistive Technologies & Applications |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Identify strong TR & EM** | **3. TRIGGERS TR**  What triggers customers to act? Seeing people isolated  Inability to convey their thoughts during emergencies Frustration upon missing opportunities  Wish to lead a normal life | **10. YOUR SOLUTION SL**  A conversation engine for deaf and dumb (specially abled) people to enable communicate between them and normal people, thereby reducing the barrier of communication by developing an assistive application for specially-abled people | 1. **CHANNELS of BEHAVIOUR CH**     1. **ONLINE**   What kind of actions do customers take online?  Video calls for distant communication involving either sign language or lip reading   * 1. **OFFLINE**   What kind of actions do customers take offline? Dependency on a person for communication assistance | **Extract online & ofﬂine CH of BE** |
| **4. EMOTIONS: BEFORE / AFTER EM**  How do customers feel when they face a problem or a job and afterwards?  Before- Socially secluded, Dependent, Hurt After - Equality, Confident, Relieved |

