

Project Design Phase-II
Customer Journey Map

DATE	04 OCTOBER 2022
TEAM ID	PNT2022TMID27627
PROJECT NAME	Virtual Eye - LifeGuard For Swimming Pools To Detect
MAXIMUM MARKS	4 MARKS

Customer Journey Map :

User journey



by the Design Team of Accureye Interactive Ltd.


People
2-9


Time
30 min


Difficulty
Beginner

Creating a user journey is a quick way to help you and your team gain a deeper understanding of who you're designing for, aka the stakeholder in your project. The information you add here should be representative of the observations and research you've done about your users. ²²

1 Phases High-level steps your user needs to accomplish from start to finish	Monitor the person using Virtual eye and safety system	Set the Automatic alarm for drowning detection	Set to intimate to the Life Guards to rescue the people	A flag up with performed rescues in the event of a drowning or swimming accidents
2 Steps Detailed actions your user has to perform	systems have been installed in swimming pools	Set the alarm to be alert the Lifeguard	Continuously Monitoring the drowning	Save the life of the drowning person
3 Feelings What your user might be thinking and feeling at the moment	<div> <div>  Earlier prediction can be possible </div> <div> Easy to Use the virtual eye drowning detection system </div> </div> <div> <div>  Installation cost high </div> </div>	<div> It reduce the death possibilities </div> <div> It provide high accuracy </div> <div> Sometimes can't find correct drowning person </div>	<div> Its detects automatically </div> <div> It provide information to the Lifeguard </div> <div> Increase Performance </div>	<div> Its is more secure and highly effective </div> <div> Real time detection of a drowning person in pool </div> <div> Much more needs to be done to prevent drowning </div>
4 Pain points Problems your user runs into	Sometimes may occur error	During drowning, aspirated water enters into the body cause some problems	Drowning injuries can cause brain damage & other serious outcomes	Sometimes can't find correct drowning person
5 Opportunities Potential improvements or enhancements to the experience	<div> It has AI cameras. So that easy to identify the drowning </div> <div> Identify the errors during the process </div>	<div> Identify the people during drowning </div> <div> It can provide very stable monitoring </div>	<div> Its is more secure and highly effective </div> <div> Real time detection of a drowning person in pool </div>	<div> Its is suitable for any swimming pool </div> <div> Ensuring safety </div>