

TEAM ID	PNT2022TMID27699
PROJECT NAME	Real-Time Communication System Powered by AI for Specially Abled

# Customer Journey Map

SCENARIO

Figuring out a way to help people who can't hear or speak talk to other people

Entice

How does someone initially become aware of this process?

Enter

What do people experience as they begin the process?

Engage

In the core moments in the process, what happens?

Exit

What do people typically experience as the process finishes?

Extend

What happens after the experience is over?

Steps

What does the person (or group) typically experience?

Media / Social Marketing

The public can be made aware of this service delivery method through the media.

Media / Social Marketing

Existing Users can recommend this application to new users

Starting their usage

As users start using the application, they begin to take use of its advanced capabilities.

Finding solution And Difficulties

Users eventually learn about the application and utilize it comfortably.

Application package installation

The user should download the open-source application and install it on their smart device

Start utilizing the application whenever necessary

User and the application have good interaction.

Application uses CNN to interact with users, which transforms their voice

They become comfortable with the app as they continue to receive benefits from it.

As they begin to use, they begin to realize the possibilities for the engaged individuals in the future.

Everyone can communicate with each other

As people use the app consistently, they receive specific updates.

They learn about the procedures to follow when using new applications as well.

If they require any additional work, they will recommend any advanced features for the application.

Interactions

What interactions do they have at each step along the way?

■ People: Who do they see or talk to?

■ Places: Where are they?

■ Things: What digital touchpoints or physical objects would they use?

They continue to communicate with experts in technological fields.

They strive to use their intuition to build new things.

They offer tools or information that assist the hearing-impaired.

During use, individuals engage with the mentors who support their more effective app usage.

They try to explain things to those like them who are deaf and dumb after becoming clear

They can converse with one other and with regular people via the app.

They greatly ease communication, which removes the perception of impairment.

After using, people recommend these apps to their friends

The accomplishment of a user job with the assistance of non-intermittent scenarios of AI support

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

The person is motivated to find a better technological facility throughout this step.

Understanding the application is what is driving participants in this session.

To learn more about the project's details

To utilize the system effectively and take advantage of the application's additional capabilities

To experience the advanced features of the application and make use of the system efficiently

Easy to communicate

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

As users search the application, they will discover a variety of facts about cutting-edge technologies

They will learn about features and begin making use of the app's advantages.

They will take pleasure in the cutting-edge features of the application and stop thinking about their limitations.

It will make the user feel more positive than ever after using the app

Time saving in CNN

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

They will be puzzled by confusing information

They will become aware of the functionality and may find bugs

They might even develop an addiction to this app.

They might be upset if their friends can't use this app.

Only to machine learning in action

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

They gain useful insights and knowledge about advanced technologies.

They receive suggestion from others

They might utilise the app to do great things.

Utilizing this development might increase the user's feelings of satisfaction and happiness.

They will have such a positive experience that they will want to share it with their friends.

Improves the intelligence of people