Project ID : PNT2022TMID26243 — Real-Time Communication System Powered by AI for Specially Abled

	Discovery — Why do they even start the journey?	Registration — Why would they trust us?	Onboarding and First Use — How can they feel successful?	Sharing — Why would they invite others?
Journey Steps Which step of the experience are you describing?				
Actions What does the customer do? What information do they look for? What is their context?	for convenient communication	Can access at any time; For Reliable application; In order to facilitate access	All the available tools are identified; Feel of User Friendly Interface; Validating the sample sign language conversion; No Complex procedures	User Friendly Application; Reliable as it follows universal sign language; Free of cost
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	people and inaccessible environment around them.; Uncalled for Pity and Sympathy.	User Friendly Steps; Admin Level Authentication; Registered users are allowed	No Difficulties in the completing the task; Proper Guidance required; No Third person required to onboard; Feel Confident	High Accuracy in voice output; No Complex procedures; Friendly User Interface
Touchpoint What part of the service do they interact with?	Registration Procedure; Welcome Screen	Form Registration; image upload	Sign Gallery; Whiteboard to give sign input; Able to get correct output	Social Media by Admin; Google Playstore by admin
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🤔	🙂	😊	🙄
Backstage				
Opportunities What could we improve or introduce?	Cloud Technology for Universal Sign Language .	Face / Fingerprint Authentication procedure can be followed	Change of Language to give output.	Google Playstore by user
Process ownership Who is in the lead on this?	Designer & Developer	Customer & Admin	Customer	Customer & Admin

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