# NALAIYA THIRAN

## CUSTOMER JOURNEY MAP

### TEAM ID: PNT2022TMID02240

### PROJECT NAME:  VirtualEye - Life Guard for Swimming Pools to Detect Active Drowning

| **❶ Phases** High-level steps your user needs to accomplish from start to finish | **LOGIN** | | | **DETECTION** | | | **ALERT** | |
|---|---|---|---|---|---|---|---|---|
| **❷ Steps** Detailed actions your user has to perform | Open the Portal | Login using credential | If New User Create an account | Cameras are on active state | Live capturing | Detection of drowning person displayed on the dashboard | Alert using an alarm sound | Lifeguard saves the drowning person |
| **❸ Feelings** What your user might be thinking and feeling at the moment 👍 | HAPPY IF IT IS EASY AND USER FRIENDLY | | | HAPPY IF THE DROWNING PERSON IS DETECTED | | | THE LIFEGUARD WILL BE HAPPY IF THE PERSON IN DANGER IS SAVED | |
| 👎 | NOT SATISFIED IF LOGIN AND VERIFICATION PROCESS IS TIME CONUSIMING | | | UNHAPPY IF THE DETECTION DOES NOT WORK PROPERLY | | | UNHAPPY IF THE DROWNING PERSON IS NOT SAVED DUE TO POOR ALERT SYSTEM | |
| **❹ Pain points** Problems your user runs into | INVALID CREDENTIALS | DELAY IN VERIFICATION | | PROBLEM IN CAMERA | PROBLEM IN SENDING VIDEO TO PORTAL | | ISSUES IN ALARM | |
| **❺ Opportunities** Potential improvements or enhancements to the experience | MAKE THE VERIFICATION PROCESS MUCH SIMPLE AND EASIER | | | PERIODICAL CHECKING OF CAMERA | | | PERIODICAL CHECKING OF ALARM | |