










Project Design Phase-II: Customer Journey Map

Team ID: PNT2022TMID27282

Project Title: VirtualEye- LifeGuard For Swimming Pools To Detect Active Drowning

Life Guard for Swimming Pools to Detect Active Drowning	 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?
 Steps What does the person (or group) typically experience?	<div>Initiatives</div> <div>Engaging the swimming pool owners and trainers</div> <div>Initiating and installing this technology in global markets.</div> <div>Advertise in Social media</div>	<div>Processing of the live image</div> <div>Processing algorithm</div> <div>Decision</div> <div>The surveillance camera captures the live image.</div> <div>The technology uses YOLO algorithm for detection of drowning</div> <div>The decision is made by the algorithm based on the threshold</div>	<div>User Interface</div> <div>Front end development</div> <div>Can monitor the live data through the surveillance camera</div> <div>Visualization of the data</div>
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none"> ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use? 	<div>Through conferences</div> <div>Through newspaper, magazines, newsletter, hoardings, video display, etc.</div>	<div>Through conferences</div> <div>Through newspaper, magazines, newsletter, hoardings, video display, etc.</div>	<div>Interface using the URL of the website</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>the help of immediate alerting system</div>	<div>Helps to save lives</div>	<div>Children can learn swimming without worry</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Parents can be without worry</div>	<div>Minimum cost</div> <div>New Technology</div>	<div>Reduce the accident rate</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Improper maintenance</div>	<div>Negative reputation</div>	<div>Not having auto updation</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Information overload</div> <div>Improve the new Technology</div>		



Exit

What do people typically experience as the process finishes?



Extend

What happens after the experience is over?

Actions

Acknowledging the alert message

To acknowledge the message in case of drowning

Take necessary actions based on the alert received

Learn from previous backlogs

To make the existing technology better than before

The interface is done using GUI

To make the user interface better

This technology is developed to get positive feedback

Get immediate help

Alerting system is beneficial

Will benefit the customers

Will become cost effective

Improper maintenance of the technology

How to solve the problems faced by people