Project Design Phase-2

Customer Journey Map

Date	8 October 2022
Team ID	PNT2022TMID44309
Project Name	Project – Real Time Communication System Powered by AI For Specially Abled

Name : AAROHI

Age: 23

SCENARIO:

Aarohi is a person with disability to hear and speak. She needs a good communication system to help her interact with the people around her.

EXPECTATIONS:

- She wants the system to be user friendly and allow them to navigate easily through it.
- Must provide access to all kinds of users like people with other disabilities like blindness, deafness, not able to speak, etc.

Goals and Motivation:

- The system should have simple user interface understandable by all kinds of users
- Must allow the users to navigate smoothly throughout the system
- The application should ensure hassle free customer journey at every step
- Allows the users to feel comfortable using the application without feeling hesitation or pain that they can't communicate normally

Positive moments of using the system:

- Able to communicate efficiently without any hesitation or feeling of insecurity.
- User friendly, adaptable, real time translation, ensures that it can be used by all kinds of people with various disability.

PHASES	AWARENESS	CHOICES	DECISIONS
WHAT DO THEY THINK?	THEY ARE NOT ABLE TO PROPERLY COMMUNICATE WITH OTHER PEOPLE	IT MIGHT BE EASY TO COMMUNICATE IF THERE IS A SYSTEM THAT CAN TRANSLATE TO OTHERS ACCORDING TO THEIR NEED	• WHICH SYSTEM WOULD BE SUITABLE? • IT SHOULD BE USER FRIENDLY
WHAT DO THEY NEED?	AN APPLICATION TO CONVERT THEIR MESSAGES OF ANY FORM INTO UNDERSTANDABLE OUTPUT	APPLICATION THAT WILL BE ABLE TO IDENTIFY THE DIFFERENT COMMUNICATION STYLES LIKE VOICE, TEXT, GESTURES	SHOULD BE ABLE TO TRANSLATE IN AN INSTANT WITHOUT ANY COMPLEXITY IN IDENTIFYING HOW TO USE
SOLUTIONS	DESIGNING A REAL TIME COMMUNICATION SYSTEM THAT WOULD BE ABLE TO EFFICIENTLY TRANSLATE USING AI	ADAPT ALL COMMUNICATION STYLES AVAILABLE IN ONE SYSTEM AND MAKE SURE IT TRANSLATES FOR ALL DIFFERENT KINDS OF USERS	SYSTEM CONVERTS THE TEXT, SIGN LANGUAGE, VOICE INTO THE OUTPUT DESIRED FOR THE USER OF ANY KIND OF DISABILITY AND ALLOWING THEM TO COMMUNICATE EASILY