

Project Design Phase-II

Customer Journey Map

Date	15 OCTOBER 2022
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Project Name	Virtual eye – lifeguard for swimming pools for active drowning
Maximum Marks	

Customer Journey Map

Phases	To detect the problem		Finding an appropriate solution to the problem		After we reach the destination		How to enhance the journey	
Steps	Detect the problem from phone call or video		To detect the problem in the pool or in the water		To find the problem in the pool		To find the problem in the pool	
Feelings	Easy for the customer to use the app		Easy for the customer to use the app		Easy for the customer to use the app		Easy for the customer to use the app	
Pain points	Due to network issues the app is not working properly		Due to network issues the app is not working properly		Due to network issues the app is not working properly		Due to network issues the app is not working properly	
Opportunities	To be able to detect the problem in the pool		To be able to detect the problem in the pool		To be able to detect the problem in the pool		To be able to detect the problem in the pool	