

## Real-Time Communication System Powered by Al for Specially Abled

Using an application that converts real time sign language to speech	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?		Exit  What do people typically experience as the process finishes?		Extend  What happens after the experience is over?	
Steps What does the person (or group) typically experience?	Visit the webpage for live translation  User visits the website for trying out live translations  Work around with functionalities  User explores the website to get insights about the features website provides	Provide camera access to webpage  User is popped to provide the camera access to the webpage in order to capture the live movements	Start to perform actions that resembles sign language  User starts to perform sign languages	Real-Time translation of sign language into captions is being generated  As the user performs sign language, the system detects the motions and converts it into real time captions of the language	View of captions generation by audience  The captions that are generated by the user are fed in real time into the system which is visible to the audience of the system	As a result of the stream, the users can view the results of the live stream	Prompted for webpage review  Review is provided by the user  The user is then prompted for prompted for providing review for the webpage, which is used to improve the useability of the webpage	Occational mails are sent to the user  Mails regarding new features, suggestions etc., are sent occasionally to the user	The user can join the be program to experience features previews that
Interactions What interactions do they have at each step along the way?  People: Who do they see or talk to?  Places: Where are they?  Things: What digital touchpoints or physical objects would they use?	Live interaction with the website, exploring functionalities  Live interaction with the website, exploring functionalities	Live interaction with the website, exploring functionalities	Starts to use the application in the live stream, at designated stage platform	Camera overlay in the website	Web page's main panel where the live stream content is available	Web page's main panel where the live stream content is available	Web page main screen overlay	User's mail provider software like Gmail, outlook etc.,	Through google forms/ Microson survey, users can the beta program
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	The webpage must be free to use  The application must be user-friendly	The application must be compatible with my commodity camera	The translation provided by the application must be correct	The translation must be provided in Realtime, synchronized with the actions performed by the user	Captions generation must be in match with the viedo stream	generated must be correct forced	ser must not be I to provide the ew in order to continue	Enhance the application's usability	Experience full updates in early
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Happy to see an application that satisfies the features of interest	Delighted, as the application can work without any high-end cameras	Overwhelmed to see the translations provided	Feels excited on the working of the application	Satisfies with the translations provided by the application	Glad that the application performs translations correctly	Happy to provide review for the appliation		Delighted to acce future update features in a ear time
Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Fear of use, as the webpage might demand cost at later time		Fears that the webpage might make use of the video for their commercial purposes		Thinks that the generated captions might be wrong		Sometimes it makes the users to feel bad as the website asks for reviews every time	Feels like the application is spamming the inbox of the user	Experience betain the user is prowith the betain of the application.
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	Improvising the User Interaction part of the webpage to make the website, an easier to use			that are generated just	Make the captions to be available in regional languages		est the user to e feedback on wn will, do not orce them	Do not make the mail to look fancier, as it might make the user to feel like it's a spam	Provide the application to the user after exhaustesting