

# Project Design Phase-II

## Customer Journey Map

|               |  |
|---------------|--|
| Date          | 08 October 2022  |
| Team ID       | PNT2022TMID49453   |
| Team Leader   | Ms. Aswini RK (923819104007)   |
| Team Member   | Ms. Jananisree K (923819104015), Ms. Karpagam R (923819104018), Ms. Swasthikka R (923819104048). |
| Project Name  | Virtual eye – lifeguard for swimming pools for active drowning                                   |
| Maximum Marks |  |

| 1 Phases  |  |  |  |  |
|---|--|--|--|--|
| High level steps your user needs to accomplish from start to finish |  |  |  |  |
| 2 Steps   |  |  |  |  |
| Detailed actions your user has to perform                           |  |  |  |  |
| 3 Feelings  |  |  |  |  |
| What your user might be thinking and feeling at the moment          |  |  |  |  |
| 4 Pain points   |  |  |  |  |
| Problems your user runs into  |  |  |  |  |
| 5 Opportunities   |  |  |  |  |
| Potential improvements or enhancements to the experience            |  |  |  |  |

Share your feedback