

Customer Journey Map

Created in partnership with

Product Schoo



Team ID: PNT2022TMID40385

Real time communication system using Al for specially abled	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?	Checking for update Recently available technological for dealing with dumb people Searching for solution	They finally come to know about the application and use it Start usage They start experiencing advanced features	Using application whenever needed between the user They see the features that are availabe	They get certain update Provide feedback about the application	They can suggest extension if needed
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?	They keep interacting with technically string people They go for places which provide the information or machines that helps specially abled people They create new things by their intuition	They will interact with the developer	They can communicate with normal people them communicate freely	Suggest application to friends	
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	The person is to find a better technology facility To see how communication takes place	The people understand the app during session They get know information about the project	Make use of the system features efficiently	They have desire to share	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	They will get several information related to advanced technology during the searching process of the application	They will come to know about the features by utilizing	They will enjoy the advanced features	They try to do good to their fiends by suggesting	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	They get more information when will get them confused	They may get disappointed due to its limited facilites	They may even get addicted	This app may not be usable for their friends	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	They get good ideas and information regarding advance technologies They get more suggestions from different people	They may have an idea using the application for good deeds	Making use of advancement may make the person satisfied	They have such a better experience	