

DATE	11 November 2002
TEAM ID	PNT2022TMID45510
PROJECT NAME	REAL-TIME COMMUNICATION SYSTEM POWERED BY AI FOR SPECIALLY ABLED
MARKS	4 MARKS












Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Partnering with hospitals and schools for specially abled</div> <div>Marketing on social media websites</div> <div>Awareness programs through NGOs and AIDS</div> <div>By creating a rapport with the organizations, the application will be recommended for various user segments</div> <div>Through various platforms, government and application will be made for targeted customers</div> <div>By creating awareness, the existence of our application will reach a larger audience</div>	<div>Redirected to the homepage</div> <div>Device Access Permissions</div> <div>User Registration/ Login</div> <div>The various capabilities are displayed along with the classification with different devices</div> <div>User permissions to record video/photo input through webcam/microphone</div> <div>First time users need to provide an account and existing users need to login using their credentials</div>	<div>Select the user mode(s)/specialty abled</div> <div>Capturing the speech through the microphone (Normal Person)</div> <div>Capture the video through the webcam(specially abled)</div> <div>Receive the appropriate output(hand gesture/speech)</div> <div>Users need to select either of the modes that are available for further progression</div> <div>The user talk using the microphone and the user input is recorded for transcription to right language</div> <div>Sign language of the specially abled person is recorded for conversion into speech output</div> <div>The final output (depending on the chosen mode) will be delivered to the user</div>	<div>Provide feedback and ratings</div> <div>Logout</div> <div>Based on the user feedback and rating, admin can make improvements to make the application better and user can rate it</div> <div>Users can logout out the application when needed</div>	<div>Improve the application based on user feedback</div> <div>Extend the number of recognizable gesture</div> <div>Personalized gesture requests</div> <div>User feedbacks are taken into account for improving the existing features</div> <div>The application can be extended to recognize various new gestures</div> <div>Users can provide their own customizations for gesture recognition</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div>User interacts with the application</div> <div>Through social media like instagram, the user interacts with sponsored ads</div> <div>User interacts with the NGOs and comes to know about the product</div>	<div>User creates an account in the web application using Gmail credentials</div> <div>User allows permission to camera and microphone access</div>	<div>Based on the user, a mode will be selected to use the features of it</div> <div>Based on the mode selected, user record(audio)ing the voice to be translated</div> <div>Based on the mode selected, user record(audio)ing the video to be translated</div> <div>Translated output based on the mode will be returned</div>	<div>User will fill the feedback form for further application improvements</div> <div>Users can rate their experience on a scale from 1 to 5 the performance of the application can be assessed like this</div>	<div>Users have the privilege to specify additional gestures for recognition</div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me find a much more convenient way to converse normally</div> <div>Help me in using such an application</div>	<div>Help me in creating an account and using the various features of the application.</div>	<div>Help me to choose the suitable mode</div> <div>Help me in the conversion process accordingly</div> <div>Help me in real-time video or audio recording</div>	<div>Help me to fill the feedback form</div> <div>Help me to log out properly</div>	<div>Help me achieve personalisation.</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>It motivates the user to lead a normal life without sedation</div> <div>It would be a great emotional support when meeting one other people in awareness programmes</div>	<div>Registration through Gmail eases the process for the users</div> <div>Responsive web application with intuitive User Interface while using the application</div>	<div>Instantaneous conversion based on the mode selected</div> <div>Ease of using the features</div>	<div>Feed-backs will be received to improve process</div> <div>Simple logout process</div>	<div>Customization of gestures</div> <div>Regular updates of the application in accordance with feedback</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Users without sound knowledge in technology will find it difficult to get to know about the product</div> <div>Users will find it difficult to participate in awareness programmes due to disability</div>	<div>Frustrated if user does not have a Gmail account and have to enter the credentials manually</div> <div>If access permissions are denied to create, it will be a struggle for user to utilize the features</div>	<div>Time-consuming if the required input files get delayed while uploading due to network issues</div> <div>Servers might take too long to process the requests</div> <div>Lack of webcamera or less pixelated video will delay the process or return wrong input</div>	<div>Feed-back forms might be time consuming</div> <div>Sometimes session out can occur before logout</div>	<div>Delays in providing updates</div> <div>Failure in achieving personalisation.</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Promotion of app in office environments, colleges and schools</div> <div>Traditional way of networking through newspapers and magazines</div> <div>Add-on plugins in official hospital websites like Practo to converse with doctors</div>	<div>Community creation and interaction among different users</div> <div>Emergency support</div> <div>Using it as an extension in different websites</div>	<div>Translation to different languages</div> <div>Using while phone calls</div>	<div>Automatic redirect to homepage after logout</div> <div>Interactive feed-back forms based on questionnaires</div>	<div>Frequent updates of the application</div> <div>Using history of user to automate user-based conversation</div>