

# Project Design Phase-II

## Customer Journey Map

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Project Name	Virtual eye – lifeguard for swimming pools for active drowning
Maximum Marks	4

## Customer Journey Map

<b>1 Phases</b> High-level steps that your users will experience. From start to finish.	To detect the victims	Having an underwater camera in the pool	When we work to understand	Plan to implement instantly
<b>2 Steps</b> Describe in detail what your user will do at each step.	<div>Detect the victim from pool camera sensor</div> <div>Determine the victim's location or person using sensor</div> <div>To find out the victim's location or person</div>	<div>To find person's location</div> <div>By pool's sensor</div> <div>By sensor</div>	<div>Pool's near detection</div>	<div>Take note of victims</div> <div>Take note of victims' location</div>
<b>3 Feelings</b> What your user might be thinking and feeling at each step.	<div>Easy for the lifeguard to detect victims</div> <div>Low cost</div> <div>Easy prediction can be made</div>	<div>Further prediction is possible of a sensor</div> <div>It might save some time of the life</div> <div>Setting the all over the pool</div>	<div>Should not all time</div> <div>It might help to predict about the victim's location</div> <div>Equipment should be installed in the pool to detect the victim</div>	<div>Understand the victim's location</div> <div>Real-time monitoring</div> <div>Continuous monitoring</div>
<b>4 Pain points</b> Problems your user runs into	<div>Due to network issues the system may not be working properly</div> <div>If the prediction is not accurate, the victim may not be detected</div>	<div>Some time it is not accurate, the victim may not be detected</div> <div>There is a chance of having a victim's location</div>	<div>It might help to predict about the victim's location</div> <div>Equipment should be installed in the pool to detect the victim</div>	<div>Cannot detect the victim's location</div> <div>No real-time monitoring of the victim's location</div> <div>Equipment should be installed in the pool to detect the victim</div>
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	<div>Pool's near detection</div> <div>Pool's near detection</div>	<div>Further prediction is possible of a sensor</div> <div>It might save some time of the life</div>	<div>Should not all time</div> <div>It might help to predict about the victim's location</div>	<div>Understand the victim's location</div> <div>Real-time monitoring</div>