

# real-time communication system powered by ai for specially abled

Define CS, fit into CC

## 1. CUSTOMER SEGMENT(S)

CS

Who is your customer?

Real time communication system targets the specially abled people who are unable to speak and listen. develop solutions to many physical and cognitive challenges disabled individuals face at work and in daily life to promote social inclusion for them.

## 6. CUSTOMER CONSTRAINTS

CC

What constraints prevent your customers from taking action or limit their choices of solutions?.

- ➔ Difficult for normal people to understand the process
- ➔ Since AI is not widely spread , it becomes tougher for people to understand

## 5. AVAILABLE SOLUTIONS

AS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

- >using earing aids
- >training normal people the hand sign language and get familiarize with them.
- > familiar applications like google translator and alexa can be used

Explore AS, differentiate

Focus on J&P, tap into BE, understand RC

## 2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

- converts the sign language into a human hearing voice in the desired language to convey a message to normal people, as well as convert speech into understandable sign language for the deaf and dumb

## 9. PROBLEM ROOT CAUSE

RC

What is the real reason that this problem exists? What is the back story behind the need to do this job?

- >Because this is a new and emerging technology, there will be a general misunderstanding of its operation.
- >A lot of people believe that its complicated and expensive method to get this AI
- >people are familiar with traditional methods.

## 7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

- >They are feeling odd to use this tool since it is very new to this society
- >they will use customersupport that is provided to them.

Focus on J&P, tap into BE, understand RC

Identify

## 3. TRIGGERS

TR

What triggers customers to act?

- By knowing the working or simple mechanism of real time communication powered by ai for specially abled.By knowing that effective solution in social media

## 10. YOUR SOLUTION

SL

As we already mentioned that real time communication is currently upcoming technologies that is going to change the world in the environmental friendly manner to the upcoming generation future,

By using the current and updated technology in that real time communication . the problem occurring in it is, communication between the customer and service provider will be in the great and effective manner.

## 8. CHANNELS of BEHAVIOUR

CH

### 8.1 ONLINE

What kind of actions do customers take online?

- >support to customer by the social media, App created by the Service provider to the customer
- >Guidelines to use or operate the this real time communication.

### 8.1 OFFLINE

Extract online & offline CH of

#### 4. EMOTIONS: BEFORE / AFTER

How do customers feel when they face a problem or a job and afterwards?

lost, insecure > confident, in control - use it in your communication strategy & design.

EM

The cons in effort required to teach older people to get used to this technology..

What kind of actions do customers take offline?

->collaboration with provider will make the customer so easy

To operate the real time communication system.

->communication with provider on offline mode



Problem-Solution it canvas is licensed under a Creative Commons Attribution-NonCommercial-NoDerivatives 4.0 license  
Created by Abinaya R, Anusia . M , Durga S, Monika G

 **AMALTAMA**