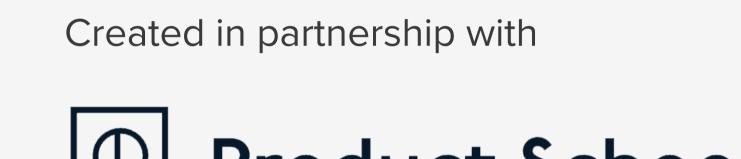
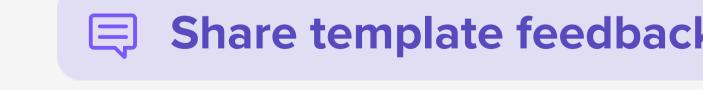


Customer experience journey map







Real Time Communication System Powered By Al For Specially Abled

s app enables deaf and b people to convey their mation using signs which its converted to human-restandable language and eech is given as output.	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?	Guide Step by step usage guide and FAQs are provided.	An interactive and user-friendly dashboard	Chatbot Chatbot for Helping with queries Chatbot for Greyscale As a coloured imag RGB layers, it would a lot of time to pro- So we are plannin Greyscale them a removing object	Images will be taken and processed by web camera will avoid the background disturbance &	The Translation The Translation Should be faultless Accuracy in translation is a key point.	A notification to remind them about their daily tasks to be done
 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 will be using the smartphones and speakers for communication	They will be using their fingers to show the sign which will be converted to text and speech	The human-to-human interaction will be reduced due to the use of smartphones for communication		It will be Available to people of all age groups which helps in interacting with all the peoples	The interaction between the specially abled person and normal people will be developed as they try to understand each other
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Making a Help me build safe and software for quicker quicker response user.	Help me interact with	Fault tolerant and handling the exceptions efciently Help me to understand their si language	Help me to convert sign language to human understandable text and speech	Help me to deliver the correct converted speech in an understandable way.	Communications between deafmute and a normal person has always been a challenging task. It is very difficult for mute people to convey their message to normal people but now this app makes it easier
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It will create opportunities for people to understand more about specially abled person Makes a way to go connected with people easily	ΙΤ ΔΆΣΙΔΥ ΤΟ ΜΔΤ	The App will be easily navigable This app enables dead dumb people to contheir information as set to human understance text and speech	and handling signs the exceptions efficiently	They can do their own tasks more independently without constantly being monitored physically or accompanied by their care takers, teachers, or even parents.	This assistive tool will improve the quality of life for the disabled by assisting them anytime and anywhere when needed
Negative moments What steps does a typical person find frustrating, confusing, angering,	Specially abled person who doesn't know how to use mobile phones feel it difficult to operate the app. Teaching the special abled persons to har abled persons to har abled persons to har application will be difficult task	rural areas and for whose who don't have any internet to understand the	gestures will also be recognized which makes it be able to use the ap	ot all the cases. There are chances for misreading the	Use of this application for help will distance specially abled persons from humans which will reduce the human-to-human interaction	Normal people will find it difficult to understand specially abled persons as they less interact with them because of these kind of apps.
costly, or time-consuming?						