

## **Project Design Phase - II**

### **Customer Journey Map**

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Team ID	PNT2022TMID01172
Project Name	Real-Time Communication System Powered by AI For SpeciallyAbled

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	We need to create a platform to build communication between the ordinary and the specially abled people	They have no choice to expose their thought for all people so they trust us	When the conversion takes place it might use a recorder to record the voice to convert it. When the sign conversion takes place special devices can be used.	it is very use technology for deaf and dumb people to communicate with normal people
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	The Customer need to expose his/her thought to ordinary people	They need a solution for their problem	The Customer need a moblie for conversion and good internet facility	The customer need excitement to expose their thought
Touchpoint What part of the service do they interact with?	The user should be satisfied with the quality of application	When the application recognizes the message it would be a boom when it comes to use	The customer might be surprised with the technology used in the application. The customer might be astonished with the device used in the application	Since the application makes the people equal removing it's discriminations it would be a great use to the public.
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Backstage				
Opportunities What could we improve or introduce?	The customer or user might get updated version of this application	The customer or user should acknowledge the process.	The customer should know all the information regarding the applications	This application will be a boom in the technology field.
Customer Thoughts	The customer or user might find it useful for interacting with the specially abled people.	The customer might find that it might not be able to recognize it perfectly.	The customer would have thought that this is a difficult process until it runs successfully in the market.	The application is made easy to handle as any age users can handle it