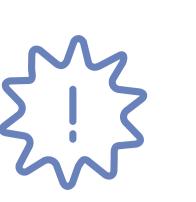
Customer experience Journey map

Share template feedback

TEAM ID:-PNT2022TMID03937

SCENARIO

Browsing, booking, attending, and rating a local city tour



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?



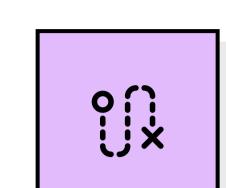
Exit

What do people typically experience as the process finishes?



Extend

What happens after the experience is over?



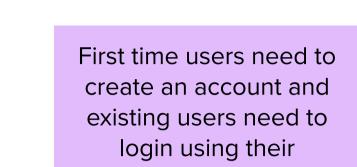
Steps

What does the person (or group) typically experience?



Through various platforms, sponsored ads





Users need to select either of the modes that are available for

voice input is recorded for transformation to sign

Capture the video through the webcam(Specially abled)

Receive the appropriate output(hand

Based on the user feedbacks and ratings obtained further improvements for easier interaction and usage are

Provide feedback

User feedbacks are Users can logout out

Users can provide

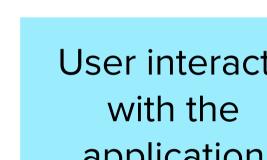
customizations for gesture recognition



Interactions

What interactions do they have at each step along the way?

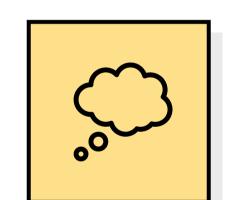
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?



account in the web application using

User allows camera and Based on the user, a mode will be selected to use the features of it.

experience on a scale from 1-5.This performance of the application can be assessed this way.



Goals & motivations

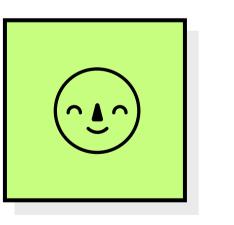
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

normally.

Help me in creating an account and using the various features of the application.

video or audio recording.

Help me achieve



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

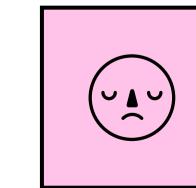
Interacting with similar people in awareness programmes.

process for the users.

application with smootl User Interface while

Ease of using the features.

Regular updates of the application in accordance with feed-back.



Negative moments

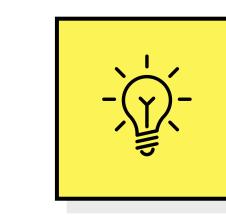
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

and have to enter the

If access permissions are denied by mistake, it will

Lack of webcamera or less pixelated video will delay the process or return wrong input.

Sometimes session out can occur before



Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?