

Define CS, fit into CC

## 1. CUSTOMER SEGMENT(S)

Who is your customer?  
i.e. working parents of 0-5 y.o. kids

Deaf-mute and a normal person are the customers of this project.

CS

## 6. CUSTOMER CONSTRAINTS

What constraints prevent your customers from taking action or limit their choices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

The newtwork connection of the device should be stable to capture the voice or sign languages

CC

## 5. AVAILABLE SOLUTIONS

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? i.e. pen and paper is an alternative to digital notetaking

Nowadays Deaf Mute Communication Interpreter , Under Wearable communication method, there are Glove based system, Keypad method and Handicom Touchscreen.

AS

Explore AS, differentiate

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

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

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

Communication between the deaf and non-deaf has always been a very cumbersome task. This paper aims to cover the various prevailing methods of deaf-mute communication interpreter system. The two broad classification of the communication methodologies used by the deaf –mute people are Wearable Communication Device and Online Learning System.

J&P

## 9. PROBLEM ROOT CAUSE

What is the real reason that this problem exists?  
What is the back story behind the need to do this job?  
i.e. customers have to do it because of the change in regulations.

Communications between deaf-mute and a normal person has always been a challenging task. It is very difficult for mute people to convey their message to normal people. Since normal people are not trained on hand sign language. In emergency times conveying their message is very difficult. The human hand has remained a popular choice to convey information in situations where other forms like speech cannot be used. Voice Conversion System with Hand Gesture Recognition and translation will be very useful to have a proper conversation between a normal person and an impaired person in any language.

RC

## 7. BEHAVIOUR

What does your customer do to address the problem and get the job done?  
i.e. directly related: find the right solar panel installer, calculate usage and benefits;  
indirectly associated: customers spend free time on volunteering work (i.e. Greenpeace)

Easy to use .  
can be able to respond quickly.  
Able to produce absolute translation.  
Should consume less data.  
Requirement of internet speed.

BE

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

Identify strong TR & EM

## 3. TRIGGERS

What triggers customers to act? i.e. seeing their neighbour installing solar panels, reading about a more efficient solution in the news.

If any specially abled people use this device for communication make the others to use this device.

TR

## 4. EMOTIONS: BEFORE / AFTER

How do customers feel when they face a problem or a job and afterwards?  
i.e. lost, insecure > confident, in control - use it in your communication strategy & design.

It enables Specially abled people to convey their information using signs which get converted to human-understandable language and speech.

EM

## 10. YOUR SOLUTION

If you are working on an existing business, write down your current solution first, fill in the canvas, and check how much it fits reality.  
If you are working on a new business proposition, then keep it blank until you fill in the canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour.

An app is built which uses this model. This app enables deaf and dumb people to convey their information using signs which get converted to human-understandable language and speech is given as output.

SL

## 8. CHANNELS of BEHAVIOUR

**8.1 ONLINE**  
What kind of actions do customers take online? Extract online channels from #7

The specially abled people need to access the device.

**8.2 OFFLINE**  
What kind of actions do customers take offline? Extract offline channels from #7 and use them for customer development.

Store The datas and informations being transferred.

CH

Extract online & offline CH of BE