




Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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







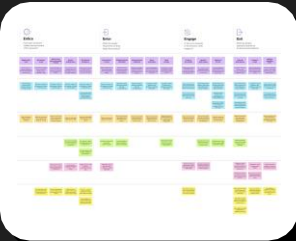
Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.



SCENARIO				
Swimming Pool, Safe-Guard, Drowning, Alerting.	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?
 Steps What does the person (or group) typically experience?	<div>Knowledge They will know about the good part of this tool</div> <div>Learning Learn about How the thing detects.</div>	<div>Secure people will feel comfort & secure</div>	<div>we are very glad, that we become a unforgettable part in their life.</div>	<div>It gurantees once life.</div>
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?	<div>It always active to detect the person in the pool</div> <div>This is deslgn to place in the Theme parks, Swimming pools and Hotels.</div> <div>It can interact with the Life guard in the emergency situation</div>	<div>Idea By viewing more clear picture they get new ideas</div>	<div>It will give lots of assist to the safeGuard</div>	<div>they feel very sad</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>This is to provide the extra safety to the peoples in pools</div> <div>Goal of the project is to ensure that the high priority.</div>	<div>Proved They feel very proud for having such kind of things</div>	<div>Spreading information to all kind of people</div>	<div>We overcome the drawbacks and create new models</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>It will save an once life in the pool</div>	<div>Technology We can trust this technology blindy.</div>	<div>The model learn lot of new movements to detect drowning</div>	<div>We learn lot of new things</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>The system might fail to handle the situation that leads nasty.</div>	<div>People who unfamiliar with the technology cant trust easily.</div>	<div>Budget is high so not everyone can afford this at home</div>	<div>It takes more time to build the accurate model</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>By using AI tools to Detect the dangerous situation</div> <div>Using ANN & CNN to detect a precise action.</div>	<div>All peoples to easy to understand</div>	<div>It helps to everyone</div>	<div>We provide better quality models & software</div>



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