## Customer Journey Map

Journey Steps Which step of the experience are you describing?	<b>Discovery</b> 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?	To easier communication for deaf & dumb	Faster Robust uninterrupted operation	Exploring all available Easy to Use Accuracy interface	To facilitate Serve of relo are in need similar to them
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	To prevent barrier in obscurities	Clear Secured data and user instruction information	Fixed but resed fast clarity. Optimistic comfort, reassurance	For accurate Intendly prediction environment
Touchpoint What part of the service do they interact with?	Computer Convolutional Neural Networks	Through Google Face Simple voice Assistant recognition	Training Through AI Via written chatbot document solution	Data sharing Social Media platform
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	<u>~</u>		•	<b>Se</b>
Backstage				
Opportunities What could we improve or introduce?	Increase cybersecurity to decrease privacy	Increase rate of prediction to decrease	Increasing practice to identify new attack	Increase speed of the system to decrease the
Process ownership Who is in the lead on this?	Developer / Founder	User / Customer	User / Customer	User / Customer