



# NALAIYA THIRAN

## CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID42289

PROJECT NAME: VirtualEye - Life Guard for Swimming Pools to Detect Active Drowning

<b>1 Phases</b> High-level steps your user needs to accomplish from start to finish	LOGIN	DETECTION	ALERT
<b>2 Steps</b> Detailed actions your user has to perform	Open the Portal Login using credential If New User Create an account	Cameras are on active state Live capturing Detection of drowning person displayed on the dashboard	Alert using an alarm sound Lifeguard saves the drowning person
<b>3 Feelings</b> What your user might be thinking and feeling at the moment   	HAPPY IF IT IS EASY AND USER FRIENDLY	HAPPY IF THE DROWNING PERSON IS DETECTED	THE LIFEGUARD WILL BE HAPPY IF THE PERSON IN DANGER IS SAVED
	NOT SATISFIED IF LOGIN AND VERIFICATION PROCESS IS TIME CONUSIMING	UNHAPPY IF THE DETECTION DOES NOT WORK PROPERLY	UNHAPPY IF THE DROWNING PERSON IS NOT SAVED DUE TO POOR ALERT SYSTEM
<b>4 Pain points</b> Problems your user runs into	INVALID CREDENTIALS DELAY IN VERIFICATION	PROBLEM IN CAMERA PROBLEM IN SENDING VIDEO TO PORTAL	ISSUES IN ALARM
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	MAKE THE VERIFICATION PROCESS MUCH SIMPLE AND EASIER	PERIODICAL CHECKING OF CAMERA	PERIODICAL CHECKING OF ALARM