

CUSTOMER JOURNEY MAP

ideatheorem

Product Name:

PHASES	Awareness	Consideration	Decision	Service	Loyalty
ACTIVITY	The present study evaluates communication skills in the deaf, deaf-blind, mute, deaf mute, autistic children and individuals with multiple disabilities.	Conduct research, research competitors, compare features and pricing.	Can generate revenue through direct customers and collaborate with health care sector and generate revenue from their customers.	Allowing people with disabilities to live independently.	Share the experience.
TOUCHPOINT	The project aims to develop a system that converts the sign language into a human hearing voice or text in the desired language to convey a message to normal people.	We develop Android application for specially abled persons.	Mobile app and phone.	Convert sign language to voice or text.	Customer can give app review in the application site.
EXPERIENCE	Interested and hesitant	Curious and excited	Feel happy and comfortable to make communication	Feels Confident to use and communicate with normal people	Satisfied and excited
OPPORTUNITY	Artificial intelligence can improve accessibility and ensure that students with disabilities have access to rich learning opportunities.	Provide personalized learning experiences tailored to the specific needs of students with disabilities	Can teach social and educational skills to students of specially abled	The main purpose of this application is to make deaf-mute people feel independent and more confident.	Smartphones are a powerful tool that help users with a visual impairment