

## Project Design Phase – II

### Customer Journey Map

Date	02 November 2022
Team ID	PNT2022TMID11425
Project Name	Virtual Eye - Life Guard for Swimming Pools to Detect Active Drowning
Maximum Marks	

Journey steps	Discovery	Registration	On-boarding and first use	Sharing
Which step of the experience are you describing ?	Why do they even start the journey ?	Why would they trust us ?	How can they feel successful ?	Why would they invite others ?
<b>Actions</b> What does the customer do ? What information do they look for ? What is their context ?	Appoint life guards and train them for rescue purpose Rescue the drowning people from swimming pool	Detailed information about drowning Gather medical conditions about swimmers Drowning people will be detected without any delay	Immediate action is taken for recovery Drowning will be detected based on the swimmer's position Information is sent to the lifeguard through alarm Assist the lifeguard to rescue the swimmer	It is an additional level of safety Detection with high accuracy It is user friendly
<b>Needs and Pains</b> What does the customer wants to achieve or avoid ? Tip: Reduce ambiguity, eg. by using the first person narrator	Help me to know the position of the swimmers Help me to notify the accident and to save everyone from drowning	Help me enjoy swimming without discomfort Help me install drowning detection system software Help me to check the visual base monitor	Help me to know the features of system software Help me to avoid the fear of drowning Help me to get first aid assistance at the earliest Help me to know the further process of monitoring	Helps to identify the drowning person Helps to find the medical condition Helps to find the exact position of the swimmer
<b>Touch point</b> What part of the service do they interact with ?	Information about drowning	Alarm setup Install cameras Quick detection	People will be alerted by the notification Economical growth To detect the final detection process using the vision monitor Ratio if drowning death can be reduced	It is unique than other detection software
<b>Opportunities</b> What could we improve or introduce	Introduce drowning detection system software to people	Improve the accuracy of the drowning detection system	Swimmer's position and location provided for better understanding	Increase the safety of the children while swimming
<b>Process ownership</b> Who is in the lead on this ?	Swimming pool owners	Swimming pool owners	Swimming pool owners and lifeguard	Lifeguard and swimmers