

Customer Journey Map

Date:11-11-2022

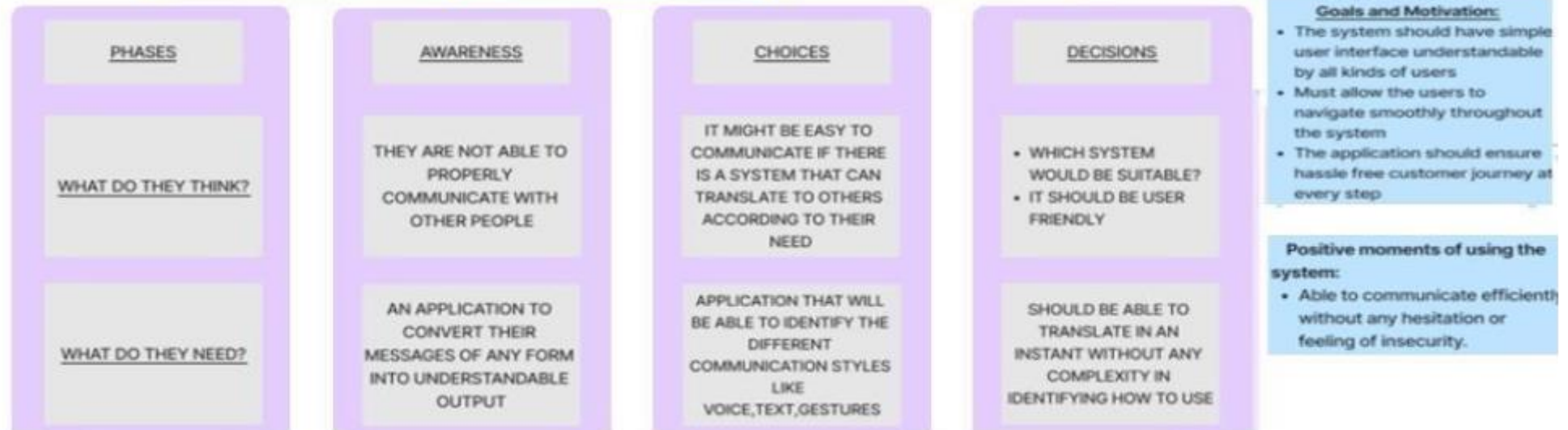
Team ID:PNT2022TMID50453

Project Name:Project – Real Time Communication System Powered by AI For Specially Abled

Customer Journey Map:



Name: James
Age : 25



- Goals and Motivation:**
- The system should have simple user interface understandable by all kinds of users
 - Must allow the users to navigate smoothly throughout the system
 - The application should ensure hassle free customer journey at every step
- Positive moments of using the system:**
- Able to communicate efficiently without any hesitation or feeling of insecurity.