DATE

06-10-2022

TOPIC

REAL -TIME COMMUNICAION SYSTEM POWERED BY AI for SPECIALLY ABLED

TEAM-Id

PNT2022TMID47348

Costumer Jouney Map

| PHASES | AWARNESS | LOYALTY | CONSIDERATION | DECISION | SERVICE |
|------------------------|--|---|--|--|--|
| ACTIVITY | The present study evaluates communication is big challenge for the blind, mute, deaf mute, autistic children and individuals with multiple disabilities. | Satisfied and excited | 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. |
| GOALS & MOTIVATIONS | During this step the motivation of the person is to find a better technology | Share the experience | Customer can give app review in the application site | To get to knnow about the information of the project | They have a desire to share this to their friends |
| POSITIVE MOMENTS | They will do good thing to their friends by suggesting this to others | They will do good thing to their friends by suggesting this to others | They will enjoy the advanced feature of the application and forgot their disabilities | They will get several information related to advanced technology during searching the application | Awarness of this app will be spread |
| NEGATIVE MOMENTS | They may even get addicted to this type of applications | Share their negative experience | They may get disappointed due to the usage | They get more information which will get them confused | This app may be not usable for their friends and they may get disappointed |
| TOUCHPOINT | Artificial intelligence can improve accessibility and ensure that students with disabilities have access to rich learning opportunities | Smartphones are a powerful tool that help users with a visual impairment | Provide personalized learning experiences tailored to the specific needs of students with disabilities | Mobile app and phone | Convert sign language to voice or text. |