

Project Design Phase-II Customer Journey

Date	07 November 2022
Team ID	PNT2022TMID27548
Project Name	Real-Time Communication System Powered by AI for Specially Abled
Maximum Marks	2 Marks

Customer Journey Map:

<div>SCENARIO</div> <p>Real-Time Communication System Powered by AI for Specially Abled</p>	<div>Entice</div> <p>How does someone initially become aware of this process?</p>	<div>Enter</div> <p>What do people experience as they begin the process?</p>	<div>Engage</div> <p>In the core moments in the process, what happens?</p>	<div>Exit</div> <p>What do people typically experience as the process finishes?</p>	<div>Extend</div> <p>What happens after the experience is over?</p>
<div>Steps</div> <p>What does the person (or group) typically experience?</p>	<div>checking for updates</div> <p>a person during checking for any recently available technologies for deaf or dumb people</p> <div>searching for solutions</div> <p>deaf people who are not able to search results for the updates for technology that helps them to communicate</p>	<div>starting their usage</div> <p>as they begin to start the usage, they start experiencing the advanced features of this application</p> <div>finding difficulties</div> <p>as they experience some difficulties, they start looking for some solutions to solve the problem</p> <div>find solution</div> <p>they finally come to know about the application and start using it</p>	<div>start using the application</div> <p>as they start to use the application, they start looking for some features that are available for engaging the people</p> <div>they communicate with the app using OCR and other communication tools</div> <p>as they learn to know about the app they start using the advanced features of the app</p> <div>as they get started, they start looking for some features that are available for engaging the people</div> <p>as they get started, they start looking for some features that are available for engaging the people</p>	<div>they get some updates in the application as they use the app</div> <p>they also get the updates in the application as they use the app</p> <div>they also get the updates in the application as they use the app</div> <p>they also get the updates in the application as they use the app</p>	<div>if they need any updates they will add any advanced features of the app</div>
<div>Interactions</div> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<div>they keep interacting with technology using and engineering objects</div> <p>they go for places where they can interact with the technology and machines that help deaf people</p> <div>they try to create new things by their intuition</div>	<div>during usage they interact with the app and use the features of the app</div> <p>after getting some features they start using the app and start using the features of the app</p>	<div>using the app they start communicating and start using the features of the app</div> <p>they start communicating with the app and start using the features of the app</p>	<div>after using they start using the app and start using the features of the app</div>	
<div>Goals & motivations</div> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div>during this step the motivation of the person is to find a better technology</div>	<div>the motivation of the person during this step is to use the application</div> <p>to get to know about the features of the app</p>	<div>to experience the advanced features of the application and make use of the system efficiently</div>	<div>they have a desire to share this to their friends</div>	
<div>Positive moments</div> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div>they will get several updates related to advanced technology during searching the application</div>	<div>they will come to know about the features of the application and start using the features of the app</div>	<div>they will use the advanced features of the application and start using the features of the app</div>	<div>they will get some updates in the application as they use the app</div>	
<div>Negative moments</div> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div>they get more information which will get them confused</div>	<div>they may get disappointed due to the usage</div>	<div>they may start getting added to the application</div>	<div>they may start getting added to the application</div>	
<div>Areas of opportunity</div> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<div>they get good ideas and information regarding advanced technologies</div> <p>they get more suggestions from different people</p>	<div>they have an idea of using and good design application</div>	<div>they will use the advanced features of the application and start using the features of the app</div>	<div>they will get some updates in the application as they use the app</div>	<div>they will get some updates in the application as they use the app</div>