

Customer journey half

Date	16 oct 2022
Team ID	PNT2022TMID51928
Project Name	Real-Time Communication System Powered by AI for Specially Abled
Maximum Marks	4 marks

<div>① Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div>	login anf Registration	Providing access	Open Camera for detection	feedback
<div>② Steps</div> <div>Detailed actions your user has to perform</div>	connect with google accountEmail verification to get startedChoose the free plan to get started	providing camera accessproviding access to the galleryStarting the detection process	Click the camera to focus on the image to be detectedReal time video capture detectionchoosing of sign to text and sign to voice option	After detection users can share their commentsImmediate response to the feedbacksFAQ
<div>③ Feelings</div> <div>What your user might be thinking and feeling at the moment</div> <div>👍</div> <div>👎</div>	integrating enables sharing them with easeverification provides increased securityFree plans provide them a trial to understand the application's workflow	Ease in detectionUser-friendly interface	Anyone can use them without any assistancesign to text as well as voice as per usage	Help is always provided at times of complicationsFailure of the model is immediately correctedBasic questions are already answered
	feeling exhaustive before getting into the applicationLimited free trail	Access to photos and camera	background noises might affect detection	Late response brings down the user's trustFalse accusations can reduce the review
<div>④ Touch points</div> <div>The page where the user lands or works on</div>	Landing page for registrationAuthenticating pageplans and free trial options	Access dialog boxChoosing from the gallery for detecting images	Detecting the images or videosResult page on clicking the submit	Feedback form pageComments part
<div>⑤ Opportunities</div> <div>Potential improvements or enhancements to the experience</div>	Better security options	Improve the user interfaceprovide a workflow guide or video demo	Failure-tolerant model is to be made	Improve the feedback sessionsCommon questions are to be answered