

1. Define user, goal and scope of the map

Scope and goal	A user journey map for Real-time communication helper to detect and recognize sign-language for deaf and dumb				
Phases	User making sign language	Image captured from camera	Image processed	Voice/Text output given by system	Acknowledged by user
User tasks and activities	<ul style="list-style-type: none"> Trying to express their thoughts through sign language Making the signs in front of camera of the web application 	<ul style="list-style-type: none"> Pausing at each sign for image to be captured and processed by system 	<ul style="list-style-type: none"> Waiting for image to be processed 	<ul style="list-style-type: none"> Voice output heard by other person Text output viewed by user 	<ul style="list-style-type: none"> Text output acknowledged by user
Painpoints	<ul style="list-style-type: none"> Sign language not understood by other person 	<ul style="list-style-type: none"> System taking too long to detect sign language 	<ul style="list-style-type: none"> Image taking too long to get processed 	<ul style="list-style-type: none"> Output not understandable Wrong outputs often 	
Opportunities	<ul style="list-style-type: none"> Most common signs already known to another person makes conversation much easier 	<ul style="list-style-type: none"> Capturing and processing is faster Able to detect hands and signs accurately 	<ul style="list-style-type: none"> Quicker processing 	<ul style="list-style-type: none"> Meaningful outputs that is understood both by user and other person in both voice and text 	
Touchpoint	<ul style="list-style-type: none"> Mobile or tablet or laptop camera 	<ul style="list-style-type: none"> Mobile or tablet or laptop camera controlled by system 	<ul style="list-style-type: none"> Backend of system 	<ul style="list-style-type: none"> Speaker and screen or monitor of mobile or tablet 	<ul style="list-style-type: none"> Making appropriate facial expressions to validate the output