

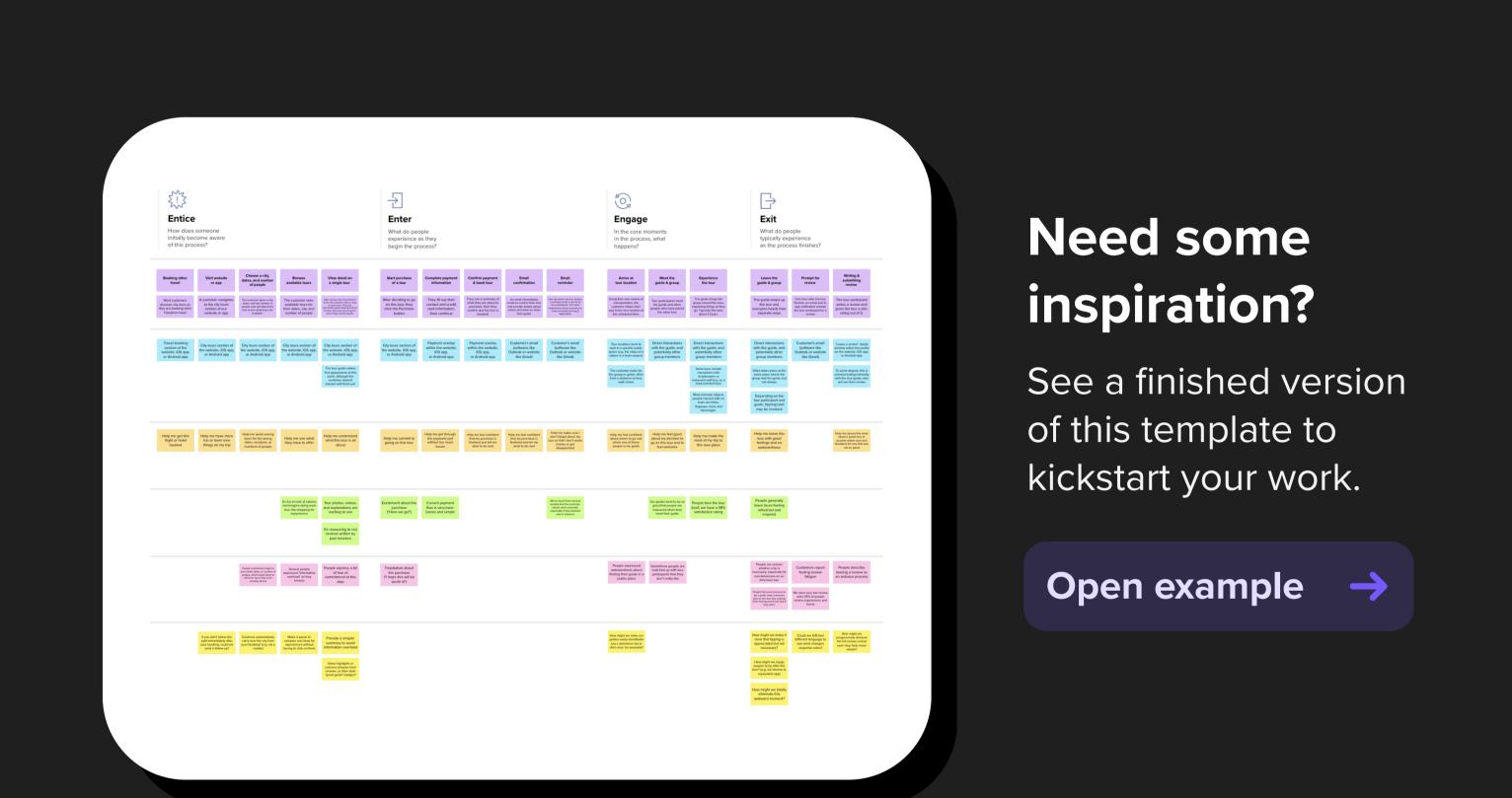
Customer journey

Real time communication system for specially abled

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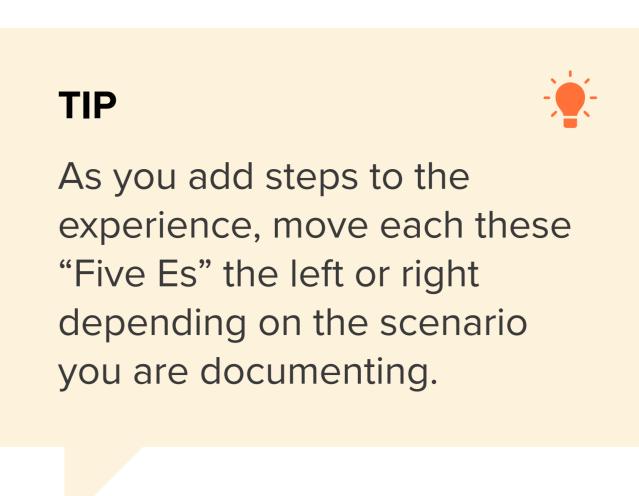
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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



Deaf and dumb people before and after using our application	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	Usually they feel isolated among their crowd because of the lack of effective communication They feel that they needs to be treated equally.	First they have confidence that they can communicate with the society Specially abled people use their own sign language freely to communicate with other people	They upload the sign image using their camera freely without any obstruction Specially abled people freely use whiteboard to draw the sign language	After using our app they feel confident to interact with other people They can easily communicate in emergency situation.	They feel happy and contented They do not have the social fear or guilt to communicate with others anymore
Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use?	They communicate through sign language Deaf and dumb people have special school for pursuing their career They use gloves, flex sensors, accelerometer sensors, microcontroller, voice module	Specially abled people can use app in all places wherever they want to interact with other people Challenged people use their hands to upload the sign gestures and get corresponding word for the sign	Sign language is converted into text or speech for challenged people Specially abled people wherever they want to communicate Specially abled people use built in camera to upload the image	At the end specially abled people use their normal sign language and it will be conveyed as text or speech to others User will use this app in the place when sign language is not understand by people easily To convey the message they use sign gestures and the corresponding text will be generated	They have confidence that they conveyed their message properly To the extent specially abled people will interact anytime with others To the extent they express sign language using hands normally
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")	Specially abled people's primary goal is to express their thoughts without any hindrance Their primary motivation is from the thought that they have to take participate in the society like other people	They will have faith in their mind that their thought will be shared effectively They have motivation from the thought that their problem will be solved easily	They feel very contented when they upload their sign image and it itself gives motivation They can also use whiteboard to express their sign language	They will achieve they goal easily after using the app They can use sign language without any hesitation	They will be clear about they goal. They will become a self motivated person
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It is a silent world for most of them. where they don't see or hear the current world . they admire beauty of nature Specially abled people have a mindset that they have unique capabilities	The app is completely user interactive and it gives positive vibes Specially abled people feel happy when they see the results	In the end user have positive impact that they conveyed their message effectively Specially abled people see the results directly and it creates positive vibes	They will become productive in their work. They share their thought to others without any guilt	They will have fullfilled experience. They will become motivated
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	During emergency situations it is difficult to make communications effective To make others understand the sign language and make them respond is little bit time consuming process for specially abled people	In earlier stages they might have fear to interact with the app In this process they feel slight irritated to upload the image	They feel irritated if the app is not responsive Some might have difficulty to tolerate technical glitch if happens	They can access the app for free of cost and premium features also there Some people might have slight difficulty while interacting with app	For communication specially abled people requires some additional amount time compare to normal people Some times they need patience to upload and wait for the text message
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Always have face-to-face communication Keep conversation ordered and coherent Focus to reduce the barrier of communication between deaf-dumb and normal people.	This app has help center in which they can refer the symbols for the respective word This app has white board to ensure that users will not have any difficulty	This app uses CNN model so that predictions will br somewhat accurate This app has whiteboard to give opportunities both educated and untutored people	They have satisfacation at max They experience almost all the needs through this app	specially abled person will become empowered in the society. They have chance to interact in the society without any boundaries