

**Project Design Phase-II**  
**Data Flow Diagram & User Stories**

Date	27 October 2022
Team ID	PNT2022TMID52015
Project Name	Real-Time Communication System Powered by AI For Specially Abled.
Maximum Marks	4 Marks

# CUSTOMER JOURNEY MAP

Scenario Browsing, booking, attending, and rating a local city tour	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?
<b>Steps</b> What does the person (or group) typically experience?	<b>Users to use the system with the right kind of ability</b> The system must be accessible to people with different abilities. <b>Recommend to a person with ability</b> The system must be able to recommend tours to people with different abilities.	<b>Can identify every digital opportunity for people</b> The user will be able to identify every digital opportunity for people. <b>Easy accessibility</b> The system must be easy to use for people with different abilities. <b>Refused to identify every</b> The system must be able to identify every digital opportunity for people.	<b>Make the user</b> The user will be able to make the user.	<b>Feel more confident</b> The user will feel more confident.	<b>Substitution of the user</b> The user will be able to substitute the user.
<b>Interactions</b> 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?	<b>Register for the application</b> The user can register in the application via e-mail id.	<b>Include the related features</b> The user can see the related features.	<b>Pages to adjust location</b> The user can adjust the location of the map.	<b>Input of technology</b> The user can input the technology.	<b>More interactive</b> The user can get more interactive.
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("help me..." or "help me avoid...")	<b>Sustainable on their own</b> The user can be sustainable on their own.	<b>Recognition</b> The user can be recognized.	<b>Image processing</b> The user can be image processed.	<b>Get used to technology</b> The user can get used to technology.	<b>Independent</b> The user can be independent.
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<b>Motivation</b> The user can be motivated.	<b>Self confidence</b> The user can be self confident.	<b>Safe and secure</b> The user can be safe and secure.	<b>Knowledgeable</b> The user can be knowledgeable.	<b>Low dependence</b> The user can be low dependent.
<b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	<b>Improvement in the application interface</b> Improving the application interface.	<b>Recognition of user data</b> The user can be recognized.	<b>Photo selection</b> The user can be photo selected.	<b>Showing security</b> The user can be showing security.	<b>Accuracy</b> The user can be accurate.