

Game-Changer

Game changers are people who introduce new practices to their organisations. They want inspire others to co-create and innovate together.

What are their key goals and needs?

Equal opportunities for employment.
Appropriate and Accessible Health Care.
opportunity to get quality education in line with their unique needs.

What do they struggle with most?

Access to adequate treatments and resources.
Poor implementation of policies and schemes.
Stereotyping, stigma, and discrimination.

What tasks do they have?

Serious difficulty concerning care, membership, or making decisions.
Maintenance of Dignity and self-worth.
Promoting self-care and independence.

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	To reduce their disabilities To satisfy their life	Evaluate the AI system I hope you judge the people by the AI system I hope you judge the people by the AI system	Image recognition for people with a visual impairment Facial recognition for people with a visual impairment Image recognition for people with a hearing impairment	Communication is the most important thing in the communication Basic mode for the communication is improved sensors
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Negative attitudes held by the families of the physically disabled Full access to the environment	They need someone who can help them with their daily activities I hope you judge the people by the AI system I hope you judge the people by the AI system	Text summarisation for people with a mental impairment Facial recognition for people with a hearing impairment even people who don't speak the language.	Sign language is the most natural and effective way to communicate along with deaf and dumb people Division of sign language recognition into data given and data not given recognition and feedback A better recognition and interpretation of sign language for machine and human understanding
Touchpoint What part of the service do they interact with?	Technology-based services they are used Access to technology-based services for people with disabilities	Information system I hope you judge the people by the AI system I hope you judge the people by the AI system	There is a certain sense of security in it. It's not a new thing, it's a new thing, it's a new thing. It makes people with disabilities in a way to solve their difficulties A lot of apps use artificial intelligence to help accessibility.	It will be capable to make the future challenges, that are not in the present. The future will be the data collected by the sensor and intelligent analysis To improve the data collected by the sensor and intelligent analysis
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😊	😊	😊	😊
Backstage				
Opportunities What could we improve or introduce?	I thought about it, one day technologically-advanced cane was	If a deaf-blind/mute individual wanted to speak to someone hearing/sighted/verbal	improving public transportation and ramping up	Furthermore, it could maybe even help indirectly/directly print out Braille Alphabet cards to anyone not fluent in Pro-tactile American Sign Language. That or it also
Process ownership Who is in the lead on this?	Specialist about patients	The designer of the system	The customer of the process	The customer of the process

What changes for them?

Outcomes

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

Physically disabled people now include in all activities such as politics, etc.
people with disabilities have equal rights in our society
They participate in every activities as like normal human.

What can they finally avoid doing?

They are facing social hurdles in the form of prejudice and avoidance.
Physically disabled people, even demonstrating themselves.
They receive the negative attitudes towards disability among society.

What changed in my environment?

Always ask before giving Assistance
avoid showing pity or being patronizing
Treat everyone as you would like to be treated