**Project Design Phase-II**

**Customer Journey Map**

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| Date | 09 October 2022 |
| Team ID | PNT2022TMID29109 |
| Project Name | Real Time Communication Powered by AI for  Specially abled |
| Maximum Marks | 4 marks |

**Customer Journey Map**

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| **PHASES** | **MOTIVATION** | **INFORMATION GATHERING** | **ANALYSIS**  **VARIOUS**  **PRODUCTS** | **CHOOSE THE MOST EFFICIENT PRODUCT** | **PAYMENT** |
| **Action** | Both the ordinary as well as the  specially abled  need a effortless communication. | Wants to choose an efficient  application for communication. | Various solution are available using smart gloves. | Elongate usage of gloves results in closing of  switch which results improper gesture  transmission, so an app that translates  continuously without any distress is preferred. | It is a service  based model and  user satisfaction is important. |
| **Touch Point** | The user gets satisfied with the efficiency of the application. | After the application comes  to the market the specially abled  people need not  worry about their translation. | The people are astound by the  various types of products available. | It will be more useful for the society and the  specially abled people can use it for free of cost. | Understanding the importance of this application,  the government purchases this application. |
| **Customer**  **Thought** | The people find it more useful for  interacting with the specially abled  during a public gathering. | The person thinks that the  application might not be able to  understand the gesture sometimes. | The person thinks that  there will be an alternative  solution for this problem . | This application is very much useful for day to day communication. | The application is user friendly. |
| **Opportunities** | The user will get advanced features in this application. | The user must know the flow of application. | The user must know all  possible ways  of solutions that are available. | The user must make use of the right application for them. | This application will be of great  use around the globe. |