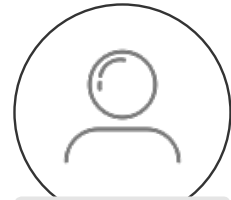


## Customer journey map

dinesh | October 6, 2022



user

### Scenario

Scenario description

- 1.user gives text as input
- 2.user gives sign language as input

### Expectations

Expectation

- audio as output
- text as output
- effective communication

### input

1. Entering text
- 2.feeding sign language(Video) as input

### process

- 3.App is processing text
- 4.App is processing video

### output

- 5.audio is played
- 6.text is displayed

### uer feel

- 7.message is conveyed
- 8.sign language is understood

i can understand the sign language using this app

text message wil be converted to audio message

understood

happy

## Learn about this template

Customer journey maps show a customer's interaction with a product or a service. They map out the process that a customer persona goes through. Journey maps are used for understanding and addressing customer needs and pain points.

This customer journey map outlines this persona's scenario and her expectations. It features the actions that the user takes and captures her thoughts throughout the process.

### Tutorials

(Hold Shift + ⌘ or Ctrl, then click)

Watch Lucidchart basic tutorials

### See an example

(Hold Shift + ⌘ or Ctrl, then click)