

## Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with







## VirtualEye - Life Guard for Swimming Pools to Detect Active Drowning

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?
Steps What does the person (or group) typically experience?	[ Analyze the person moment ]  [inside the underwater each and every camera will detect the person position in all direction ]  [if any unwanted recation will happen in drowning using YOLO alogrithm will detect the pulse rate of the person]	[in the underwater using the AI techinque will detect each and every steps tha will store all the details in IBM cloud	[More effective process]  [it should be newly and create technique in the underwater field]	[fulfill in the final result]  [It main purpose all the people should utllize swimming pool drowning in safe and secure]	[Saving of the all the information in the profile]  [After completing the process, the informaton will be saved in the profile individual for every people]
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?	[Interactions should be with person and camera during drowning into pool]	enter of the people in the pool separate alarm in the device	there should software application for control people	in the leaving process there should alarm signal in the particular device	fix the limitation for people safety
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	[main goal for the action is long time safety for the people in the underwater]	[it will reduce the accident in underwater]	[avoid fear in pool]	[Manual process is less]	[management process is less]
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	[enjoyable for all aged people]	[playing in pool is now will cooling process]	[lifeguard for all the time]	[easy to progress]	[control by all the people who having the detection device in the hand
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	[not secure about the network signal}	uneducated people should not clearly use the app	checking of pool is important in all the time	permanent lifeguard should all be there for one kind of safety purpose	unexcepted think will happen inside the drowing
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	[ it should be unique in the all places ]	[ gain for all the field]	[development for technology must be tension free]	everything should be in manual report for the safety in technical field	[all the progress should be easy and effective for all the people in development field, user, and industry field