

Customer experience Journey map

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TEAM ID: PMT2022TMID47570 REAL TIME COMMUNICATON SYSTEM POWERED BY AI. ; 18 OCTOBER 2022

Communication System for specially

what does the person

or group typically

Interactions

each step along the way?

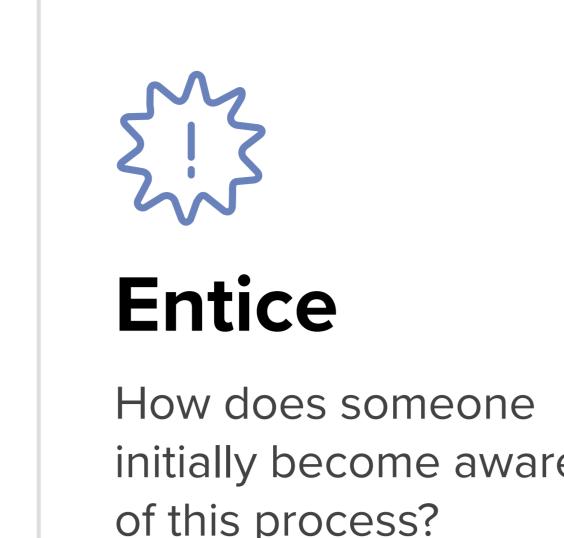
What interactions do they have at

Places: Where are they?

People: Who do they see or talk to?

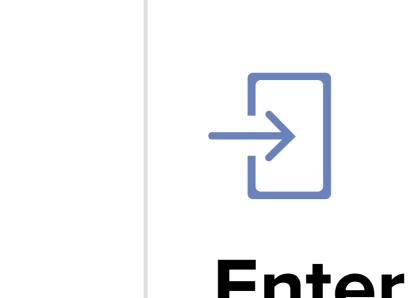
Things: What digital touchpoints or

physical objects would they use?



A person checking for any recently avaliable technologies for deaf or dumb peoples.

Deaf people how are not abled to speak check for the updates in technology that helps



Enter What do people experience as they

Starting their usage.

As they begin to start

the usage, they start

advance features of

During usage they

mentor how help for

their better usage of

interact with the

experience the

this application.



Finding difficulties.

They finally come to

application and use it in

a comfortable manner.

After getting clear they

try to explain things to

deaf and dumb people

like them.

known about the

In the core moments in the process, what

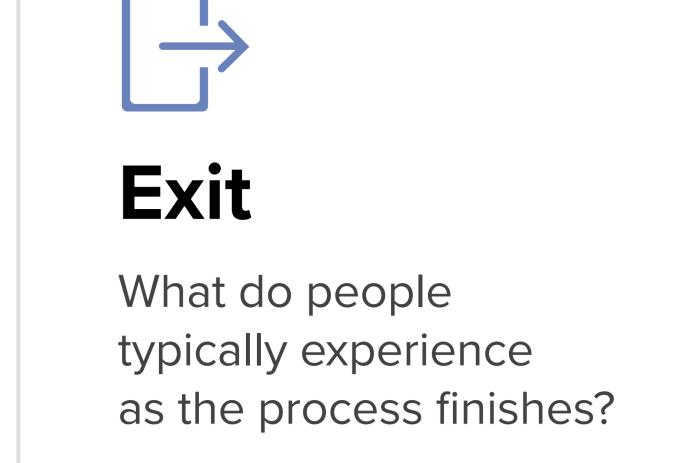
Start use the application when ever needed.

they makes

feel of disbility.

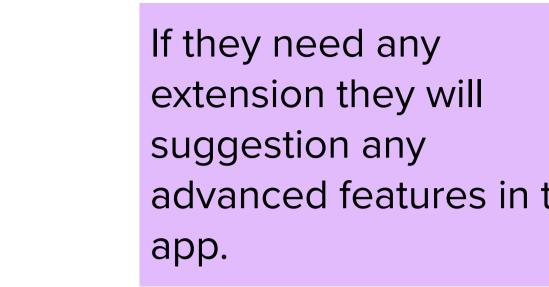
communication easier

and does eliminate the



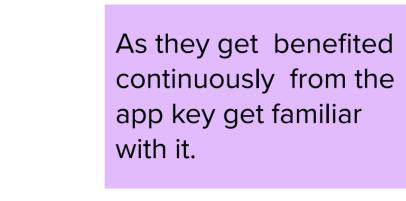
They get certain update in the application as they use the app continuously.





As they start to use, they see the features that are available for engaging people.





Using the app they can

communicate with

each other and with

the normal people.

As they came to known about the app they start using the advanced the features of this app.



They also get knowledge about the steps that to be taken during new versions of the application.

After usage they suggestion this type of app to near by

Some people are deaf or dumb that people are caring

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") During this step, the motivation of the person is to find a better technological

They go for places which provide the

information or machines

that helps deaf people .

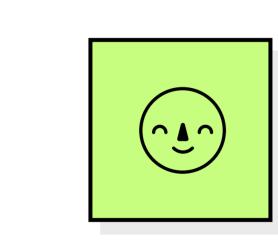
The motivation of the people during this session is to understanding the application.

To get to known the information of project

To experience the advance features of this application and make us of the system efficiently

They have a desire to share this companion.

They encourage the deaf and dumb worker with speech impaired to



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?



Negative moments

Areas of opportunity

How might we make each step

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

They will get several information related to advanced technology during the searching process of the application

They get more information which will get them confused.

They get good ideas and information

They will come to known about the features and start utilizing the benefits of application.

They may get disappoinment due to the limited facilites.

> They may have an application for good

They will enjoy the advance features of the application and forgot about their disability.

> They may even get addicted to this type of application.

Making the use of

They try to do good to their friends by suggestion this application to them.

This app may not be usable for their

They get more suggestions from different peoples.

friends and they

may disapointed.

little is how to deaf people communicate their pain and which perfer to use

Despite the increasing

attention give to the pain,

The develop some

apps like, aval ios

They have such as better experience is