Project Design Phase-II
Customer Journey

Date	18 October 2022
Team ID	PNT2022TMID36905
Project Name	VirtualEye - Life Guard For Swimming Pools To Detect Active Drowning
Maximum Marks	

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?	Rescue the drowning people	Detail information about drowning / Gather medical Conditions about swimmers	Immediate action is taken for recovery / Drowning will be detected based on the swimmer positions / Assist the lifeguard to rescue the swimmer	It is an additional level of safety / Detection with high accuracy and user friendly
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Help me to notify the accident / Help me to know the position of the swimmer	Help me to check the visual base monitor / Help me to install drowning detection system software	Help me to know the features of the system software / Help me to avoid the fear of the drowning / Help me to know the further process of monitoring	Helps to identify the drowning person / Help to find the medical conditions
Touchpoint What part of the service do they interact with?	Information about the drowning	Alarm setup / Install the cameras	People will be alerted by the notification / Ratio of drowning death can be reduced / To predict the final detection process using vision monitor	Because its unique than other detection software
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	🥶	🤔	😕	😪
Backstage				
Opportunities What could we improve or introduce?	Introduce drowning detection system software	Improve the accuracy of the drowning detection system	Swimmer's position and location provided for better understanding	Increase the safety of the children while swimming
Process ownership Who is in the lead on this?	Swimming pool owners	Swimming pool owners	Swimming pool owners and Lifeguard	Lifeguard and swimmers