PROJECT NAME: Real-time communication system powered by AI for specially abled TEAM ID: PNT2022TMID00980 CUSTOMER JOURNEY **SCENARIO** Browsing, booking, **Enter** Exit **Entice Extend** Engage attending, and rating a local city tour How does someone What do people What happens after the What do people In the core moments initially become aware experience is over? typically experience experience as they in the process, what of this process? as the process finishes? begin the process? happens? It breaks all the these can be As a normal user, made aware through Steps They may feel They may feel excited mails to people who are advertised in places They may feel happy everyone would be barriers regarding Users will What does the person (or group) difficulties and barriers related or care-takers of where deaf-mute are and good to start with new and least familiar communication and and satisfied with the typically experience? recommend this to the customers trained. to get used to with the the usage about the technology understanding end results others technology Creating awareness General among people advertisements, Communication this technology can Helps in building through camps and pamplets, newspapers, Initial hesitations and between deaf-mute social media etc. events good relationship be expanded and shyness to adapt to and normal people this technology made popular with everyone around becomes much easier them They can participate in Interactions Even a commoner they can be initiated They feel confident It can be They comfortable and any events, follow their They feel complete can easily access and What interactions do they have at anywhere and and independent in dreams, carry on with implemented in any each step along the way? utilize this technology easier to use and and normal as everywhere whatever they do their professional and various fields With sustainable battery everyone others handle People: Who do they see or talk to? personal life support they can be They can travel Makes deaf-mute Places: Where are they? Promotes personal No one needs anywhere and used for both external more social and nothing to be learnt and professional life Things: What digital touchpoints or everywhere without and internal use or developed in interactive physical objects would they use? having a translator to advance. travel along with them The primary goal is to To improve the **Goals & motivations** To add on more To improve the To attract users To help everyone make this aware and To improve their To expand the efficiency and towards this reach huge group of features to help them performance based save time, cost and At each step, what is a person's public primary goal or motivation? energy technology satisfaction services and areas of accuracy of the on user experiences the most ("Help me..." or "Help me avoid...") operation results To have it more user-To help everyone To provide them with To make friendly and adaptive. save time, cost and To customize as per recording facilities for communication better and convenient future referances. energy the needs and requirements Promotes both **Positive moments** Helps deaf-mute to Great personalized Better customer personal and Customizations can They don't need Easy to handle and experience and lead a normal and a Easy to carry and interaction and What steps does a typical person professional life o the translators to travel be made based on happy life like others satisfaction portable use customer satisfaction find enjoyable, productive, fun, people with them the requirements With initial data No one needs to motivating, delightful, or exciting? learn sign language It can be implemented feeding the entire Helps them in No additional to communicate with anywhere and Deaf-mute can us this process requires less exploring places, gain It becomes one time trainings are require everywhere with them n various sectors like maintenance knowledge etc for teachers to teach investment network education, business, them politics etc. **Negative moments** Difficulty in carrying a Initially requires more There may exist a Basic technology The initial What steps does a typical person device may be gap between reality energy for feeding knowledge is investments may be find frustrating, confusing, angering, Initial processes may experienced Accuracy gets and technology Initial experience may and customizing required for operation It may seem to be costly, or time-consuming? Charging of device is require assistance improved over the not be satisfying more technology and guidance necessary time of usage dependent They can be Areas of opportunity Awareness can be Government can They can also be Several brands can include this in their implemented in created in public used for travelling They can be made in How might we make each step Certain trusts or They can be made This can be educational centers collaborate with the schemes. places to have They can be made with battery facilities Famous personalities better? What ideas do we have? such a way that it available free or for agencies can help in greater reach available in libraries, What have others suggested? rental as a service the distribution malls and other advertise them process public places