Ideation Phase

Empathize & Discover

Date	7 September 2022
Team ID	PNT2022TMID00980
Project Name	Real-time communication system powered by AI for specially abled
Maximum marks	4 marks

Empathy map

WHO are we empathizing with?
Who is the person we want to understand?
What is the situation they are in?
What is their role in the situation?

What do they need to DO?
What do they need to do differently?
What job(s) do they want or need to get done?
What decision(s) do they need to make?
How will we know they were successful?

GOAL

They find it difficult to socialize and to get educated.

They are always accompanied by someone who could understand their signs to let others know what they are trying to express.

People who are deaf-mute find it difficult to communicate with others.

They are in a situation where they cannot express their feelings, need, wish and personal thoughts.

They just need to get well trained to use the technology wisely.

They need to use a variety of actions to express their thoughts.

They can normally watch and read everything irrespective of those made specially for them.

What do they HEAR?
What are they hearing others say?
What are they hearing from friends?
What are they hearing from colleagues?
What are they hearing second-hand?

What do they THINK and FEEL?

PAINS
What are their fears, frustrations, and anxieties?

GAINS
What are their wants, needs, hopes, and dreams?

They will be well familiar with sounds of nature, vehicles, chaos, etc.

This technology requires time and energy to be implemented

The user must have knowledge and practice to use them.

They need to get well equiped and trained for using this technollogy.

Their lifestyle and behavior can entirely change with this.

They can normally act, react and interact for everything around them with this.

They could better understand the emotion conveyed by others through this technology.

What do they SEE?
What do they see in the marketplace?
What do they see in their immediate environment?
What do they see others saying and doing?
What are they watching and reading?

This promotes communication and helps in building relationship.

It takes time and power to use the technology.

Maybe not everyone feel comfortable to use this.

They can grow and develop towards their dreams and passion.

This will break the gap or barrier between the normal and differently abled person.

What do they SAY?
What have we heard them say?
What can we imagine them saying?

They can better understand without any miscommunication.

They may develop a positive attitude with others and their life becomes happier than before.

They don't need to resist themself from communicating beyond their needs.

With this technology they don't need anyone to accompany them for communicating with others.

We can feel the emotion and importance of their conversation with this.

What do they DO?
What do they do today?
What behavior have we observed?
What can we imagine them doing?

They can freely and comfortably socialize with people, interacting with them and build new relationships.

Communication will no longer be their barrier for growth and development.

People never treat them differently or specially.

What other thoughts and feelings might influence their behavior?