Project Design Phase-II
Customer Journey Map

Date	09 October 2022
Team ID	PNT2022TMID44293
Project Name	VirtualEye - Life Guard for Swimming Pools to Detect Active Drowning
Maximum Marks	4 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?	Appoint life guards and train them for rescue purpose	Rescue the drowning people from swimming pool	Detailed information about drowning	Gather medical conditions about swimmers	Drowning people will be detected without any delay	Immediate action is taken for recovery	Drowning will be detected based on the swimmer's position	Information is sent to the Lifeguard through alarm	Assist the lifeguard to rescue the swimmer	It is an additional level of safety	Detection with high accuracy	It is 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 know the position of the swimmers	Help me to notify the accident and to save everyone from drowning	Help me enjoy swimming without discomfort	Help me install drowning detection system software	Help me check the visual base monitor	Help me to know the features of system software	Help me to avoid the fear of drowning	Help me to get first aid assistance at the earliest	Help me to know the further process of monitoring	Helps to identify the drowning person	Helps to find the medical conditions	Help to find the exact position of swimmer
Touchpoint What part of the service do they interact with?		Information about the drowning	Alarm setup	Install cameras	Quick detection	People will be alerted by the notification	Economical growth	To predict the final detection process using vision monitor	Ratio of drowning death can be reduced		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 to people.		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		

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