Project Design Phase-II
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID10881
Project Name	Real-Time Communication System Powered By AI For Specially Abled
Maximum Marks	4 marks

Customer Journey Map

PHASES	MOTIVATION	RECOGNISATION	CONVERSION OF VOICE	CONVERSION OF SIGN LANGUAGE	DISPLAY
Actions	We need to create a platform to build communication between the ordinary and the specially abled people	The program needs to recognize whether the given message is a voice or sign.	When the conversion takes place it might use a recorder to record the voice to convert it.	When the sign conversion takes place special devices can be used.	After all the conversions, the final result would be displayed.
Touchpoints	The user should be satisfied with the quality of application	When the application recognizes the message it would be a boom when it comes to use.	The customer might be surprised with the technology used in the application.	The customer might be astonished with the device used in the application.	Since the application makes the people equal removing it's discriminations it would be a great use to the public.
Customer Feeling	😊	🙁	😒	😐	😊
Customer Thoughts	The customer or user might find it useful for interacting with the specially abled people.	The customer might find that it might not be able to recognize it perfectly.	The customer would have thought that this is a difficult process until it runs successfully in the market.	The application would play a vital role in helping the people in day today life.	The application is made easy to handle as any age users can handle it.
Opportunities	The customer or user might get updated version of this application.	The customer or user should acknowledge the process.	The customer should know all the information regarding the applications.	The customer should use the application in a right way.	This application will be a boom in the technology field.