**PROJECT TITLE** : Real-Time Communication System Powered by AI for Specially Abled

**PROJECT DESIGN PHASE-II:** Customer journey map

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| STAGE | AWARENESS | CONSIDERATION | BROWSE AVAILABLE OPTIONS | | REQUISITE PERMISSIONS | | JOURNEY | |
| Customer  Activities | Hear from friends, and see offline or online ads. | Compare and evaluate alternatives. | Choose communication for normal people if the customer is a normal person. | Choose communication for deaf-mute people if the customer is a deaf-mute person. | NORMAL PEOPLE USAGE:  Give access to microphone for recording the message. | DEAF-MUTE PEOPLE USAGE:  Give access to display to view the message sent by normal people.  Give access to camera to record the message. | To communicate with deaf-mute people click the audio record option.  To hear the message given by deaf-mute people click hear option. | To communicate with normal people click the video record option.  To view, the message given by normal people click view option. |
| Customer  Goals | No goals at this point. | Find the best solution for mutual communication purposes. | Efficient communication. | Breaking the communication barrier. | The permission that is required should be under the privacy and security policy. | | The overall journey for efficient communication should be made easier for use. | |
| Touchpoints | Word of mouth, traditional media, social media. | Word of mouth, website, brick & mortar store, social media. | Website, Application. | | **C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\mobile-1976104_960_720[1].pngC:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\ZEW03JI8\1476727872[1].png** | | Word of mouth, Social media  C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\WYGVS8SJ\icon-2083456_1280[1].png | |
| Experience | C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\62759-computer-location-icon-icons-free-download-png-hd[1].png        Eager to reduce the communication barrier between normal and deaf-mute people | **C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\62759-computer-location-icon-icons-free-download-png-hd[1].png**  Requires effort but curious | **C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\62759-computer-location-icon-icons-free-download-png-hd[1].png**  Excited to use and feels happy | | **C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\62759-computer-location-icon-icons-free-download-png-hd[1].png**  So many accesses , somewhat feels frustrated | | **C:\Users\LENOVO\AppData\Local\Microsoft\Windows\INetCache\IE\CES7J6W6\62759-computer-location-icon-icons-free-download-png-hd[1].png**  Overall very much satisfied after using the app | |
| Expectations | To overcome the communication barrier. | The message should reach the end user without delay. | Users can access this app in both online and offline modes. | | Easier to use with fewer requirements | | AD-free, accurate translation, affordable, bug-free | |