

## CUSTOMER JOURNEY MAP

### Virtual Eye - Life Guard for Swimming Pools to Detect Active Drowning

TEAMID:PNT2022TMID28987

#### VirtualEye - Life Guard for Swimming Pools to Detect Active Drowning

	login	Detection	Alert
<b>2 Steps</b> Detailed actions your user has to perform	visit the webpage login and enter into the webpage if you are visit this webpage you just login or create a new account	while login cameras are automatically on Capturing photos or video detecting the drowning person	while detecting the person, alarm are automatically rise so it will saves the drowning person
<b>3 Feelings</b> What your user might be thinking and feeling at the moment	Customer Feels happy If webpage is easy to use	Customer feels happy if the camera detects the drowning person	So the lifeguard will save if the person is saved in danger zone
	Customer will unhappy because the webpage is not user friendly	Customer will unhappy because the cameras are not working properly	customers are unhappy if the alarm is not working so the person is not saved
<b>4 Pain points</b> Problems your user runs into	invalid User verification delay or webpage problem	camera is not working properly	Alarm issues or alarm is not working properly
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	simplify and easy the verification procedure	continuously checkin the camera	continuously checking the alarm condition

Share your feedback

Academics