
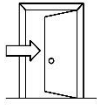

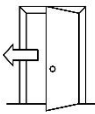



# Project Design Phase-II

## Customer Journey Map

Date	02 November 2022
Team ID	PNTN2022TMID26213
Project name	Real-Time Communication System Powered by AI for Specially

JOURNEY STEPS: Which steps of experience are you describing?	ENTICE: How does someone initially become aware of this process?	ENTER: What do people experience as they begin the process?	ENGAGE: In the core moments in the process, what happens?	EXIT: What do people typically experience as the process finishes?	EXTEND: What happens after the experience is over?
					
STEPS: What does the person (or group) typically experience?	<div>Checking for updates.</div> <div>Searching for solutions.</div> <div>They look for better solutions to overcome the barriers.</div> <div>They experience our services for a trial.</div>	<div>As they start to use the application they start to feel the errors or some discomfort in handling the application.</div> <div>Easy way of accessing all features in our services.</div> <div>They come to know about the application and use it in a comfortable manner.</div>	<div>They communicate with others using this site which saves all for converting signs to text and voice.</div> <div>They feel very successful after experiencing our services.</div> <div>Good interaction between the user and other people.</div> <div>Start using the application whenever needed.</div>	<div>They get certain updations in the application as they use continuously, use the app continuously</div>	<div>If they need any extension they will suggest any advanced feature in the web site.</div>
INTERACTION: What interactions do they have at each step along the way?	<div>They keep interacting with technically strong people.</div> <div>They want to live independently with other people.</div>	<div>During usage they interact with the members who help for their better usage of the app.</div> <div>They trust us based on reviews.</div> <div>After getting clear they try to explain things to start and during people like them.</div>	<div>Using this app they can communicate with each other and with the normal people.</div> <div>They feel very happy because the communication is easy.</div> <div>They make communication much more easier and does not eliminate the fear of disability.</div>	<div>Give a positive feedback.</div> <div>They recommend similar people to use our services.</div>	<div>Providing contentious services and support.</div>
GOALS AND MOTIVATION: At each step, what is a person's primary goal or motivation?	<div>During this step the motivation of the person is to find a better technological facility.</div>	<div>The motivation of the people during this session is to understand the application.</div> <div>They easily get attached with the real world by our service.</div>	<div>To experience the advanced features of the application and make use of the system efficiently.</div> <div>They are able to respond others quickly.</div>	<div>They have a desire to share this to their companion.</div>	
POSITIVE MOMENTS: What steps does a typical person find enjoyable, productive, fun/motivating, delightful, or exciting?	<div>They will get several information related to advanced technology during the searching process of the application.</div>	<div>They will come to know about the features and start utilizing the benefits of the application.</div> <div>They are created equally with other people.</div> <div>Making use for this advanced smart way make the person more satisfied and excited.</div>	<div>They will enjoy the advanced features of the application and forget about their disabilities.</div> <div>The website reduces their life complexity.</div>	<div>They try to do good to their friends by suggesting this website to them.</div>	<div>Decrease the burden of specially abled people.</div>
NEGATIVE MOMENTS: What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>They get more information which will get them confused.</div> <div>They get more suggestions from different people.</div>	<div>They may get disappointed due to its limited facilities.</div>	<div>They may even get addicted to this type of applications.</div>	<div>This app may not be usable for their friends and they may get disappointed.</div>	<div>They have such a better experience enough to teach this to their friends.</div>
PROCESS OWNERSHIP: Who is in the lead on this?	<div>New customers who want to live without other people's help.</div>	<div>Customer starting to knowing about the services.</div>	<div>Existing customer who are experiencing our services.</div>	<div>Customer who can communicate with other people.</div>	<div>People who fulfill their needs.</div>