Project Design Phase-II
Customer Journey Map

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Team ID	PNTN2022TMID26213
Project name	Real-Time Communication System Powered by AI for Specially

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