

Requirement analysis

Customer journey map

Date	9 Feb 2026
Team ID	LTVIP2026TMIDS65684
Project Name	Translingua: ai-powered multi-language translator
Maximum Marks	4Marks

Customer journey map:

A customer journey map is a structured visualization that describes a user's end-to-end interaction with a system, highlighting actions, thoughts, emotions, and touchpoints to improve user experience.

Journey Stage	User Actions	User Thoughts	User Emotions	Touchpoints	Opportunities for Improvement
Awareness	User learns about Translingua through college project, demo, or online reference	"I need a tool to translate text accurately between languages."	Curious, Interested	Project demo, website, documentation	Provide clear feature overview and demo videos

Onboarding	User opens the application and views the interface	"This looks simple and easy to use."	Comfortable , Confident	Web UI, homepage	Add quick usage tips or tooltips
Input	User enters text and selects source & target languages	"I hope this translates correctly."	Focused, Expectant	Text input box, language dropdown	Auto language detection to reduce user effort
Processing	User submits text for translation	"The system should be fast."	Slightly Anxious	Translate button, loading indicator	Show progress indicator for better feedback
Output	User views translated text	"This translation is accurate and clear."	Satisfied, Relieved	Translation output panel	Option to copy, edit, or retranslate
Retry / Repeat	User enters new text or changes language	"I can quickly translate again."	Happy, Engaged	Reset button, input fields	Save recent translations or history
Exit	User closes the application	"This tool saved me time."	Positive, Trusting	Browser / App exit	Feedback or rating option