Requirement analysis Customer journey map

Team ID: LTVIP2026TMIDS84504

Project Name: Translingua: ai-powered multi-language translator

 Maximum Marks: 4Marks

Customer journey map:

A customer journey map is a visual representation that illustrates the complete experience of a user while interacting with a system. It shows each step the user takes, from initial access to achieving their goal, helping designers understand user needs, pain points, and opportunities for improvement.

Journey Stage	User Actions	User Thoughts	User Emotions	Touchpoints	Opportunities for Improvement
Awareness	User learns about Translingu a through college project, demo, or online reference	need a tool to translate text accurately between languages.	Curious, Interested	Project demo, website, documentatio n	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