

# The Future of the Metaverse: A Comprehensive Exploration and Possible Industry Use Cases

Neha Jain,  
Marketing Analytics,  
Accenture Technology,  
Gurgaon, India  
[neha.t.jain@accenture.com](mailto:neha.t.jain@accenture.com)

**Abstract**—This whitepaper digs deep down into the future of the Metaverse and its presence in the current ecosystem. The Metaverse is a virtual reality space that integrates physical and Digital realities seamlessly. Many businesses are approaching hosting online 3D virtual events for games, music concerts, and conferences. Companies like Roblox, Epic Games, and Unity have hosted music 3D virtual events in their games and created live costumes for their avatars and live sports tools virtually. The Metaverse has captured the imagination of technologists, entrepreneurs, and visionaries, presenting a paradigm shift in human-computer interaction and societal engagement. This paper provides an in-depth analysis of the potential impact, challenges, and opportunities that lie ahead as the Metaverse evolves. It examines key aspects of Metaverse such as technologies used, its impact on economy, ethical considerations, and regulatory frameworks, along with offering insights into the future landscape of the Metaverse and its transformative potential in redefining the world we live in.

**Keywords**—Metaverse Future, Virtual Reality, Augmented Reality, Blockchain, Internet of Things (IoT), Virtual Environments, Simulation, Challenges with Metaverse, Social/Economic Impact of Metaverse, Technologies used in Metaverse, Business Use Cases of Metaverse

## I. INTRODUCTION

### A. Definition and Scope

The metaverse is a vision of what many in the computer industry believe is the next iteration of the internet: a single, shared, immersive, persistent, 3D virtual space where humans experience life in ways they could not in the physical world. Some of the technologies that provide access to this virtual world, such as virtual reality (VR) headsets and augmented reality (AR) glasses, are evolving quickly; other critical components of the metaverse, such as adequate bandwidth or interoperability standards, are probably years off or might never materialize.

The idea of the metaverse has gained popularity recently as virtual reality (VR) and augmented reality (AR) technologies have become more widely used, and 5G networks have advanced more quickly. People have become more aware of how it might affect their daily lives due to the Covid-19 pandemic, which forced many people to work from home. Investors and common Internet users worldwide have noticed all this, along with Facebook's recent entry into the said industry.

Metaverse basically focuses on creating a separate virtual world for users based on their thinking and augmented reality. Metaverse uses to create 3D avatars for the users to represent themselves in their virtual world by means of virtual reality to create an alternative world for the uses to exist within it.

Metaverse is made possible by combining multiple elements that require virtual reality and augmented reality that enables the users to exist within the digital parallel universe and do whatever they want like studying, playing, attending meetings and concerts, even traveling, etc.

Metaverse is applicable to buying virtual 3D goods for our avatars, playing online immersive games, using E-commerce platforms to try the product in the Metaverse before even actually ordering it, and buying cryptocurrency tokens.

Metaverse is made possible by using Virtual reality devices that support the users to take them to a 3D environment. It also makes use of the various motion tracking sensors that are attached to the user's hands to be able to interact with the virtual objects in the Metaverse.

### B. Evolution and Historical Context

The concept of a Metaverse first emerged in science fiction in the 1950s, with early works such as William Gibson's novel *Neuromancer* and the movie *Tron* in 1982. These stories described an immersive virtual world that humans could explore. If you expand this definition to "Virtual Reality" then already 1938 the French poet Antonin Artaud used the term virtual Reality in his essay collection "The Theater and its Double". The first real simulation was then created in 1962 with "Sensorama" a machine that simulated the experience of riding a motorbike through New York City via a 3D movie with a vibrating chair and even fans and smell.

After the first attempts at Virtual Reality, in 1992, author Neal Stephenson coined the term “Metaverse” in his bestseller novel Snow Crash, envisioning it as a virtual multiverse where people interacted with each other and experienced shared virtual worlds in a dystopian future. In 1997, famed video game developer Richard Garriott used the term to describe an online role-playing game he was developing called Ultima Online which was released one year later and is widely credited as being the first MMO (Massively Multiplayer Online) game. 2003 the online virtual 3D world called “Second Life” was released to allow people to create virtual worlds, interact with them and exchange virtual goods. Only 3 years after Roblox was released and created a hype for users who could easily create virtual worlds (out of “blox” blocks) or use other virtual worlds from other users to play in them, which became a quick success.

Over time, more and more tech companies began to explore the concept of Virtual Reality and create versions of this new digital world. In 2012 Oculus, the first low-cost 3D headset for the masses, was started and only 2 years after in 2014 bought by Facebook. With faster smartphones, internet connections, and devices the emergence of platforms and games like Pokemon Go which combined AR and real-world gaming with the virtual game, or Fortnite, which now hosts over 250 million players in their virtual MMO game world began.

The following stages of the metaverse hype started in 2021 when Facebook renamed itself “Meta” and Microsoft released the “Mesh” platform. Both Facebook (Meta) Worlds and Microsoft “Mesh” try to win over businesses to use VR and virtual worlds for meetings, workshops and more.

The trend continued, and new hardware and software are released every year, making the VR headsets lighter, with better resolution, faster hardware, and, most importantly – cheaper. Still, mass adoption has yet to happen as many obstacles need to be overcome.

### C. Motivation for the Study

Imagine walking down the street. Suddenly, you think of a product you need. Immediately next to you, a vending machine appears, filled with the product and variations you were thinking of. You stop, pick an item from the vending machine, it’s shipped to your house, and then continue on your way.

Next, imagine a husband and wife. The husband offers to go to the store but the wife can’t remember the name and type of product she needs. Her brain-computer interface device recognizes it for her and transmits a link to her husband’s device, along with what stores and aisles it’s located in.

Welcome to the metaverse, alternate digital realities where people work, play, and socialize. You can call it the metaverse, the mirror world, the AR Cloud, the Magicverse, the Spatial internet, or Live Maps, but one thing is for certain, it’s coming and it’s a big deal.



Studying the Metaverse can be an exciting and motivating endeavor for several reasons, few of which are listed below:

**Future Opportunities:** The Metaverse represents a new frontier with immense potential. By studying it, you position yourself at the forefront of a rapidly evolving field, opening up opportunities for entrepreneurship, innovation, and career growth in industries that will be shaped by the Metaverse be it education, tourism, finance, construction, IT etc.

**Technological Advancement:** The Metaverse brings together various new technologies like virtual reality, augmented reality, blockchain, artificial intelligence, and cryptocurrency etc. By studying about Metaverse, you can gain a in-depth understanding of all these technologies, gain insights into how they interact with each other, further enabling you to contribute to their development and advancement.

**Socioeconomic Impact:** The Metaverse has the potential to transform various aspects of our lives and economy, including entertainment, education, communication, commerce, and social interaction. By understanding the Metaverse, you can explore its

potential impact on society, economics, culture, and ethics. This allows you to contribute to its development in a positive and responsible manner and further benefitting the society.

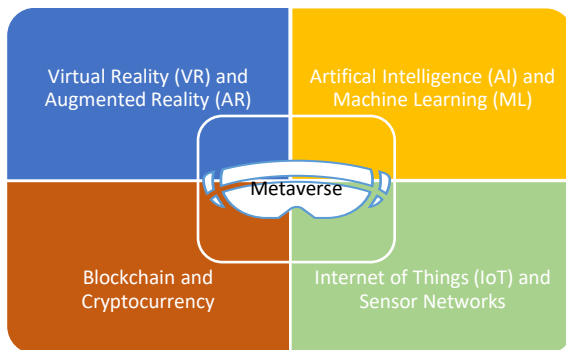
**Creative Expression:** The Metaverse provides a platform for creativity and self-expression in new and immersive ways. Metaverse allows you to understand the tools, platforms, and design principles behind creating virtual experiences and digital avatars, further empowering you to express your creativity and contribute to the development of compelling virtual worlds and experiences.

**Interdisciplinary Nature:** The Metaverse encompasses a wide range of disciplines, including computer science, design, psychology, sociology, economics, art and culture, entertainment etc. Having knowledge about Metaverse allows you to engage in in-depth learning, bridging gaps between various fields and providing a holistic understanding of the complex interactions within the virtual realm.

**Personal Growth:** Engaging with the Metaverse can be intellectually stimulating and personally fulfilling. It challenges you to think critically, adapt to technological advancements, and explore new ways of conceptualizing and experiencing reality. Studying the Metaverse can broaden your perspective, enhance your problem-solving skills, and contribute to personal growth and lifelong learning.

## II. TECHNOLOGICAL FOUNDATIONS OF THE METAVERSE

This section digs deep down into the Technologies supporting the Metaverse ecosystem:



### A. Virtual Reality (VR) and Augmented Reality (AR)

Virtual reality immerses you in a virtual world through the use of a **headset** with some type of screen displaying a virtual environment. These headsets also use a technology called **head tracking**, which allows you to look around the environment by **physically moving your head**. The display will follow whichever direction you move, giving you a 360-degree view of the virtual environment.

Augmented reality allows you to **see the world around you with digital images layered on top of it**. There are currently a couple of AR headsets available, including the Microsoft HoloLens and the Magic Leap. However, they are currently more expensive than VR headsets, and are marketed primarily to businesses. Augmented reality can also be used on devices like **smartphones** and **laptops** without the use of a headset. There are a variety of apps that use AR, including some that allow you to **translate text using your camera**, **identify stars** in the sky, and even **see how your garden would look with different plants**. You may have even previously used AR without realizing it, while playing a game like **Pokemon Go** or using **filters on Snapchat**.

With the use of augmented reality technology, you may incorporate virtual objects into the actual environment. To fully immerse yourself in a 3D virtual environment, VR uses 3D computer modelling, one of the most fascinating sorts of visual designs. Although wearing a VR headset or other attachments isn't strictly necessary in the metaverse, experts are sure that virtual reality technology will become a crucial part of the new environment. For instance, the Facebook metaverse may be accessible through augmented reality glasses, virtual reality headsets, and in certain restricted ways through desktop and mobile applications. The corporation has already disclosed that it is developing a high-end virtual and augmented reality headset with the working title of "Project Cambria." According to Meta, the gadget will support mixed reality and have new sensors that enable the virtual avatar to maintain eye contact and replicate facial emotions of actual people. With the aid of more advanced technology, avatars will be able to better express human emotions and employ body language, giving the impression of real dialogue in virtual environments. The combined market for AR and VR is anticipated to be worth up to \$300 billion by 2024 and \$100 billion by 2030, as estimated by Morgan Stanley, according to Statista.

### B. Artificial Intelligence (AI) and Machine Learning (ML)

**Artificial intelligence (AI)** refers to the simulation of human intelligence by software-coded heuristics. Nowadays this code is prevalent in everything from cloud-based, enterprise applications to consumer apps and even embedded firmware.

The year 2022 brought AI into the mainstream through widespread familiarity with applications of Generative Pre-Training Transformer. The most popular application is OpenAI's ChatGPT. The widespread fascination with ChatGPT made it synonymous with AI in the minds of most consumers. However, it represents only a small portion of the ways that AI technology is being used today.

The ideal characteristic of artificial intelligence is its ability to rationalize and take actions that have the best chance of achieving a specific goal. A subset of artificial intelligence is **machine learning (ML)**, which refers to the concept that computer programs can automatically learn from and adapt to new data without being assisted by humans. Deep learning techniques enable this automatic learning through the absorption of huge amounts of unstructured data such as text, images, or video.

Artificial intelligence is based on the principle that human intelligence can be defined in a way that a machine can easily mimic it and execute tasks, from the most simple to those that are even more complex. The goals of artificial intelligence include mimicking human cognitive activity. Researchers and developers in the field are making surprisingly rapid strides in mimicking activities such as learning, reasoning, and perception, to the extent that these can be concretely defined. Some believe that innovators may soon be able to develop systems that exceed the capacity of humans to learn or reason out any subject. But others remain skeptical because all cognitive activity is laced with value judgments that are subject to human experience.

Artificial intelligence can be categorized into one of four types.

**Reactive AI** uses algorithms to optimize outputs based on a set of inputs. Chess-playing AIs, for example, are reactive systems that optimize the best strategy to win the game. Reactive AI tends to be fairly static, unable to learn or adapt to novel situations. Thus, it will produce the same output given identical inputs.

**Limited memory AI** can adapt to past experience or update itself based on new observations or data. Often, the amount of updating is limited (hence the name), and the length of memory is relatively short. Autonomous vehicles, for example, can "read the road" and adapt to novel situations, even "learning" from past experience.

**Theory-of-mind AI** are fully-adaptive and have an extensive ability to learn and retain past experiences. These types of AI include advanced chat-bots that could pass the Turing Test, fooling a person into believing the AI was a human being. While advanced and impressive, these AI are not self-aware.

**Self-aware AI**, as the name suggests, become sentient and aware of their own existence. Still in the realm of science fiction, some experts believe that an AI will never become conscious or "alive".

**AI plays a crucial role in the metaverse.** How AI and the Metaverse Work Together- Chatbots are one of the best ways that AI can be used to speed up many business processes and help people solve problems faster. Additionally, the Metaverse will utilize this mode of communication. Chatbots can help Metaverse users by providing them with instructions and information about various products and services, answering their questions, completing transactions on their behalf, taking orders, and other functions in addition to their current roles in customer service, marketing, sales, and other areas. For instance, if a customer cannot locate a particular product, the chatbot could easily resolve the issue by pointing them to the Metaverse's location.

Additionally, computerized reasoning can be used to make comprehensive points of interaction that will make the clients' excursions helpful for everybody, incorporating individuals with disabilities. As a result, AI can contribute to making the Metaverse a platform that is user-friendly and simple to use. Users will be able to interact with the Metaverse in their native language and through images and videos with the assistance of technologies like Natural Language Processing (NLP), speech recognition, computer vision, translation, and augmented reality, which will also enhance user-metaverse interactions.

Digital avatars are yet another way that AI and the Metaverse can work together. Using NLP, virtual reality, and computer vision, AI can assist in the creation of environments, dialogue, and images to provide users with realistic avatars to represent them.

### C. Blockchain and Cryptocurrencies

A **blockchain** is a distributed database or ledger shared among a computer network's nodes. They are best known for their crucial role in cryptocurrency systems for maintaining a secure and decentralized record of transactions, but they are not limited to cryptocurrency uses. Blockchains can be used to make data in any industry immutable—the term used to describe the inability to be altered.

Because there is no way to change a block, the only trust needed is at the point where a user or program enters data. This aspect reduces the need for trusted third parties, which are usually auditors or other humans that add costs and make mistakes.

Since Bitcoin's introduction in 2009, blockchain uses have exploded via the creation of various cryptocurrencies, decentralized finance (DeFi) applications, non-fungible tokens (NFTs), and smart contracts.

A blockchain consists of programs called scripts that conduct the tasks you usually would in a database: Entering and accessing information and saving and storing it somewhere. A blockchain is distributed, which means multiple copies are saved on many machines, and they must all match for it to be valid.

The blockchain collects transaction information and enters it into a block, like a cell in a spreadsheet containing information. Once it is full, the information is run through an encryption algorithm, which creates a hexadecimal number called the hash.

The hash is then entered into the following block header and encrypted with the other information in the block. This creates a series of blocks that are chained together.

Blockchain technology was used to establish the decentralized network of virtual worlds and 3D spaces known as Metaverse. Anyone can utilize the user-friendly Metaverse platform to build their own virtual world or 3D environment. It is a place where people can connect in all facets of their lives. It combines many websites and platforms that may be accessed through a single browser. Users can connect with other Metaverse users, create avatars, and purchase and trade virtual goods.

In his science fiction book "Snow Crash," Neal Stephenson created this idea. A metauniverse may become a reality in the future, despite the fact that it was previously only fiction.

A group of blockchain specialists and programmers led by Eric Gu, co-founder of Antshares, created Metaverse (now NEO). Shanghai, China serves as the home of the Metaverse Foundation and the Metaverse project's crew.

#### *D. Internet of Things (IoT) and Sensor Networks*

The Internet of Things (IoT) refers to the network of physical devices, vehicles, appliances, and other objects embedded with sensors, software, and connectivity, enabling them to collect and exchange data. The Metaverse, on the other hand, is a virtual reality space where users can interact with a computer-generated environment and other users in real-time.

When it comes to the convergence of IoT and the Metaverse, we can envision a future where IoT devices seamlessly integrate with the virtual world. Here are some potential applications and implications of the Internet of Things in the Metaverse:

1. **Smart Objects:** In the Metaverse, IoT-enabled devices can be simulated as smart objects. These objects can have virtual representations and interact with users and other virtual entities. For example, a virtual smart home in the Metaverse could have IoT devices such as smart lights, thermostats, and security systems that users can control and monitor in real-time.
2. **Sensor Networks:** IoT sensors can be deployed within the virtual environment of the Metaverse to collect and transmit data. These sensors can provide information about the virtual world, such as temperature, humidity, or user interactions, allowing for a more immersive and responsive experience.
3. **Virtual-Physical Integration:** The combination of IoT and the Metaverse can bridge the gap between the virtual and physical worlds. IoT devices in the physical realm can communicate with their virtual counterparts, enabling users to interact with and control physical objects remotely within the Metaverse. For instance, you could remotely adjust the temperature of your physical home's smart thermostat from within the Metaverse.
4. **Enhanced Interactivity:** IoT devices can enhance the interactivity of the Metaverse by enabling real-time data exchange. For example, wearable IoT devices, such as smartwatches or augmented reality glasses, can capture and transmit biometric data, allowing users to have personalized experiences in the virtual environment.
5. **Data Analytics and Personalization:** The integration of IoT and the Metaverse can enable the collection of vast amounts of data. This data can be leveraged for advanced analytics and personalized experiences within the virtual world. For instance, user behavior data collected from IoT devices can be used to create tailored virtual environments or provide targeted advertisements within the Metaverse.



6. **Security and Privacy Considerations:** As with any IoT deployment, security and privacy must be carefully considered in the context of the Metaverse. Protecting user data, securing IoT devices, and ensuring privacy controls are crucial to maintain trust and mitigate potential risks in this interconnected virtual environment.

Overall, the combination of the Internet of Things and the Metaverse holds great potential for creating immersive and interconnected experiences. It can revolutionize how we interact with virtual environments and bridge the gap between the physical and virtual worlds. However, as this integration progresses, it is important to address the associated challenges and ensure the responsible and ethical use of IoT technologies in the Metaverse.

### III. BUILDING BLOCKS OF THE METAVERSE

#### A. Avatars and Personalized Identities

##### 1. Avatars are a major pillar of the metaverse

OK, this one comes as no surprise to anyone who's played in The Sandbox. As one of the six main metaverse pillars, avatars represent the user, allowing them to choose their desired identity.

While the open metaverse is constantly changing, avatars will always play a central role. They are the gateway to the metaverse, with users typically first choosing or creating an avatar that represents them in the virtual world when they activate an account. Avatars can be customized to reflect the user's style, interests, and personality, so they communicate information about the user to other dwellers in the virtual world. And, since avatars can be easily swapped out, this digital identity can be adjusted frequently depending on mood, game or even to access different utilities unlocked by different avatars.

##### 2. Avatars are already a billion-dollar market

The market size for avatars is already massive. And the avatars ecosystem is only growing bigger across platforms. In fact, more than 2.7 million creators earned \$538M in 2021 alone. And, players often change their avatars to reflect their current moods: 20% of Roblox users update their avatar on a daily basis. This shows the demand and potential for avatar markets in Web3, which incentivize and reward creators in a way that allows them to keep more of their earnings than on centralized platforms. In The Sandbox, for instance, creators keep 95% of their revenue. Cha-ching! This is great for creators — and for players, who ensure that their favorite creators make a fair wage for their work.

##### 3. Psychology influences avatar selection

Three main psychological factors influence the choice of avatars in virtual environments:

**Self-expression and identity** — who you are in the metaverse

**Social comparison and group dynamics** — how you compare yourself to others

**Self-esteem and self-regulation** — how people use avatars to protect and boost their self-esteem

These theories suggest that people choose avatars that reflect their own identities, values, and social status, as well as those that help them navigate and fit in with the social dynamics of virtual environments.

Different users will prioritize different motivations for their avatars. These include expressing a desired image or identity through an avatar or choosing an avatar that can facilitate socialization and relationship-building — such as connecting with other Snoop Dogg fans through a Snoop-themed avatar. Two other powerful drivers are role-playing different identities in a safe and controlled environment or using an avatar to explore and understand their own identity. These motivations show the complex process users may go through to select their perfect avatar in The Sandbox and other platforms.

#### **4. Horizontal integration fosters metaverse growth**

Horizontally integrating the skills, value, or users of projects working towards similar goals can support the vision of an open and inclusive metaverse.

Collaboration can be mutually beneficial, as demonstrated by the integration of 3D avatars from collections of non-fungible tokens (NFTs) into The Sandbox. In short, working together is good for everyone and will help the avatar market grow.

#### **5. Digital self-expression is rapidly evolving**

The current state of digital art to some extent allows users to transfer their emotions, behavior and interaction to their digital avatars. Technological advances have in particular been achieved in letting avatars in virtual worlds display emotions. And avatars are only getting better and more expressive! We're at the very beginning of a new era of self-expression, where emotes, digital fashion and even adornments like virtual make-up allow us all to creatively express ourselves online — and create fresh new looks whenever we want.

#### **6. Web3 avatars show great growth potential**

Web3 avatar markets are just beginning to emerge, with many avatars already existing as NFTs owned by users and paying royalties to creators, such as in The Sandbox.

This demand for avatars in virtual worlds is strong and growing — and we're only getting started. As such, current virtual worlds have room for improvement in terms of developer and creator incentives, in-app currencies, user empowerment, and developing collectible digital items.

Web3 will accelerate these transformations, creating a decentralized and community-owned open metaverse that introduces all kinds of new ways to engage with each other and express ourselves.

#### **7. Users have multiple digital identities**

The ability to use, own, and customize multiple avatars allows users to be who they like, when they like. They can simultaneously reflect any aspect of their (digital) personality with different avatars. They can be a “real looking” person or a mythical being. Avatars empower people to look and behave in ways they can't do in the real world — and this is fun!

These multiple digital identities mean that users will also have options when it comes to how they present themselves to different communities. With affinity for a variety of passions, hobbies, and pastimes, players can adjust their online identities to better align with their objectives and desires with each community.

#### **8. There's more to avatars than meets the eye**

Factors such as expression, emotions, behavior, history, and social networks contribute to avatars alongside their physical appearance. Avatars can also provide their users with various other utilities, including social, educational, psychological, commercial, and entertainment aspects.

Avatars can provide additional utility through NFT gating. This is when NFTs, including avatars, unlock unique experiences, early access or other benefits. For instance owners of the Snoopverse Early Access Pass NFT had advance access to The Doggies, the Snoop-themed avatar collection. This NFT also provided early access to the Snoopverse in The Sandbox, so players with those avatars could explore the experience before anyone else. Woof!

#### **9. Avatar users have distinct profiles**

The study identified multiple user groups in virtual worlds in terms of emote usage. One group actively uses emotes and perceives their positive impact on gameplay; another one considers emotes a part of their social identity; and a third one

altogether rejects the idea of paying for emotes, as it seems inauthentic. Each user group requires dedicated avenues of self-expression, and have unique expectations for how they want to integrate avatars and emotes into their gameplay.

### **10. Digital fashion has huge market potential**

The growing role of avatars has a direct impact on digital fashion — because players may prefer to simply change outfits on their avatars rather than switch avatars completely. As such, the digital fashion market is expected to grow rapidly in the coming years, as more people use digital platforms for entertainment and commerce.

Digital fashion and assets can shape your digital identity, and many people purchase digital goods for this reason. This is especially exciting, as more fashion brands enter the metaverse and offer a broad array of really creative looks to customize your avatar. Get ready to look stylish in the metaverse!

While avatars are already a major part of digital expression, their role looks poised to grow even stronger.

#### *B. Virtual Environments and Simulation*

The concept of virtual environments and simulation plays a significant role in the development and functioning of the metaverse. The metaverse refers to a collective virtual shared space where users can interact with each other and the digital world in real-time. It encompasses a wide range of technologies and experiences, including virtual reality (VR), augmented reality (AR), and mixed reality (MR).

Virtual environments in the metaverse are digital spaces that can be created to mimic real-world locations or entirely imagined realms. These environments are typically rendered using computer graphics and can vary in complexity, from simple 2D representations to fully immersive 3D simulations. Users can navigate and explore these virtual environments through avatars, which are digital representations of themselves.

Simulation is an essential aspect of virtual environments in the metaverse. It involves replicating real-world phenomena, such as physics, interactions, and behaviors, within the virtual space. Simulations enable a more immersive and realistic experience for users, allowing them to interact with objects, people, and the environment in a way that mimics the physical world.

In the metaverse, simulations can range from basic physics simulations, where objects react to forces and gravity realistically, to more advanced simulations that incorporate complex systems and behaviors. For example, simulations can be used to create realistic weather patterns, simulate the behavior of crowds, or even model economic systems.

The combination of virtual environments and simulation in the metaverse opens up a wide range of possibilities. Users can engage in various activities, such as attending virtual events, exploring virtual worlds, socializing with others, or participating in immersive training and educational experiences. The metaverse allows for the seamless integration of virtual and physical elements, blurring the line between the two and creating new opportunities for entertainment, communication, collaboration, and commerce.

As the technology and infrastructure of the metaverse continue to evolve, we can expect virtual environments and simulations to become increasingly sophisticated and lifelike. This ongoing development will further enhance the immersive nature of the metaverse, enabling users to engage with digital experiences that closely resemble the real world while offering new and exciting possibilities beyond what is achievable in physical reality.

#### *C. Social Interactions and Collaboration*

One of the potential benefits of the metaverse is its ability to break down social barriers. In the physical world, people often feel limited by their physical appearance, socioeconomic status, and geographic location. However, in the metaverse, these barriers may not exist.



Users will be able to create avatars that represent their ideal selves, regardless of their physical appearance. They'll also be able to interact with people from all around the world, regardless of their geographic location. This could lead to increased diversity and inclusivity in social interactions.

Another potential benefit of the metaverse is its ability to promote collaboration and creativity. In the physical world, people often work in silos, limited by their physical location and available resources. However, in the metaverse, users can collaborate with others from all around the world and have access to unlimited resources.

This could lead to the emergence of new forms of art, music, and literature. It could also lead to the development of new technologies and innovations that could benefit society as a whole.

While the metaverse has the potential to bring people together and promote positive social interactions, it also has the potential to challenge social norms and values. In the physical world, social norms and values are often based on geographic location, culture, and history. However, in the metaverse, these norms and values may not be as clear-cut.

Users may be able to create their own social norms and values, which could be vastly different from those in the physical world. This could lead to social tension and conflict, as people with different beliefs and values clash in the virtual world.

#### *D. Economic Systems and Virtual Assets*

In the context of the metaverse, economic systems play a crucial role in facilitating transactions and interactions between participants. The metaverse refers to a virtual reality space where people can engage in various activities, such as socializing, working, and conducting business. Within the metaverse, virtual assets hold significant value and can be bought, sold, and traded.

One of the fundamental economic systems in the metaverse is the virtual currency. Similar to real-world economies, virtual currencies serve as a medium of exchange within the metaverse. These currencies are often decentralized and exist solely within the virtual environment. Examples of virtual currencies include cryptocurrencies like Bitcoin or Ethereum, or platform-specific currencies created by metaverse developers.

Virtual assets are digital objects or properties that have value within the metaverse. These assets can be purely cosmetic, such as virtual clothing or accessories for avatars, or functional, such as virtual real estate, vehicles, or in-game items. The ownership and transfer of virtual assets are typically facilitated by blockchain technology, ensuring transparency, security, and scarcity.

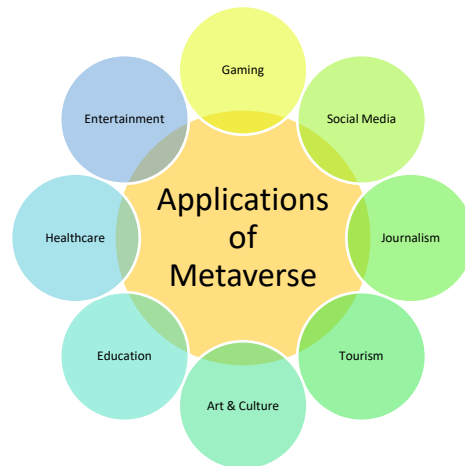
In the metaverse, economic systems are driven by supply and demand dynamics. Participants can engage in various economic activities, such as creating and selling virtual assets, offering services, or participating in virtual businesses. The value of virtual assets is often determined by factors like scarcity, desirability, and utility within the metaverse community.

Moreover, the metaverse allows for the development of virtual marketplaces where participants can trade virtual assets with one another. These marketplaces can be decentralized, operated by third-party platforms, or integrated within specific metaverse environments. Additionally, smart contracts and non-fungible tokens (NFTs) play a significant role in enabling secure ownership, provenance, and monetization of virtual assets.

The economic systems in the metaverse also have implications for real-world economies. As virtual assets gain value and generate real-world revenue, they can contribute to economic growth and create new opportunities for businesses and individuals. Additionally, the emergence of virtual economies raises questions regarding taxation, regulation, and legal frameworks, as governments and institutions seek to understand and adapt to the evolving nature of the metaverse.

Overall, economic systems in the metaverse revolve around virtual currencies, virtual assets, and marketplaces, enabling participants to engage in a range of economic activities. These systems have the potential to reshape commerce, work, and social interactions, both within the virtual realm and their impact on the real world.

#### IV. PRACTICAL USE CASES OF METAVERSE



Metaverse can be applied to almost every industry but some of the most prominent use cases of metaverse development are given below:

##### *Metaverse in Gaming*

Gaming has advanced at an unparalleled rate over the years, and the metaverse has brought gaming to altogether new heights, taking the virtual reality feel extraordinarily real to consumers. To experience next-generation gaming, players are accessing Web3 based games, with firms now prioritizing decentralized projects since the future seems to be taking a decentralized approach. In-game ownerships and game economies remain to be one of the most important factors while developing metaverse and Web3 based games, as is in the upcoming title Elemental Raiders.

For gamers, the metaverse has evolved as a real social place in which they may enjoy and participate while simultaneously mingling with old and new acquaintances. Furthermore, given the significance and performance of Fortnite, there is just no way to dismiss the metaverse's impact on the gaming business.

Combining elements like the battle pass from Fortnite and Battle Royale while creating a sustainable, controlled and long-term economic model within play-to-earn games, all while focusing on the actual gameplay experience remains to be a foundation to focus on. Studios such as G4AL are doing just that, by allowing a bridge between free to play and play to earn through their game pass features, enabling users to earn when they choose to. To play games together, gamers can collaborate, invite their friends and engage in interactions within the Web3 economies or the so-called metaverse. Given the interoperability within these platforms on the metaverse, gamers can also move their virtual goods between spaces with little to no alteration.

##### *Metaverse in Social Media*

Social media companies have the potential to make a lot of money from the Metaverse. It will enable them to grow their user base, particularly among Generation Hashtag, which is defined as anyone born between 1991-2005. This group is digital natives who value having a digital presence that matches their physical identity and is willing and able to invest in new technologies and services to expand online activities. Many social media companies, from video sharing to online dating, are expanding into the Metaverse to meet Generation Hashtag's expectations. To attract this group, brands from a variety of sectors, including apparel (e.g., Nike, Gucci), banking, JP Morgan, HSBC, and technology (e.g., Accenture), are taking early positions in Metaverse. Although many brands are still trying to figure out the best experiences for this group, it is important to start partnering with social media platforms. This confirms that the Metaverse can be used to expand social media, as well as provide new opportunities for consumers and business acquisition.

On the other hand, the Metaverse is a virtual shared space that combines all virtual worlds, the Internet, and augmented reality. Users using their Metaverse avatars will join and participate the Metaverse. This will change the social media marketing landscape. Advertisers will target customers by using their online presence and virtual environment. Interactive 3-D models and new strategies will revolutionize the marketing of products. Bluemoon is an excellent example. It's the first global collaborative NFT marketplace. It combines all aspects of VR/AR with its own Metaverse and leverages social media to empower creators and users. Bluemoon allows people to create customized VR spaces that allow them to showcase their products or brand in a new way.

In Metaverse, Virtual Search is a key concept that allows users to search for products by focusing on a specific item in a virtual space. Social media marketers will have new opportunities to offer better products that are targeted at people who need them.

Similarly, brands will be able to profit from the creation of a 3D avatar using Snapchat's 3D avatar tool. Users can customize their Metaverse avatars with unique outfits and accessories, and virtual Magazines will feature celebrity avatars sporting unique outfits.

Social media marketers may begin creating content using augmented reality. They may partner up with producers and celebrities to sell products.

People will be able to socialize in the virtual space more efficiently within the metaverse. Even if they are not actually there, they may work, interact, and communicate with one another. Despite this, because of the metaverse's hyper-realism, no one will notice a difference or perceive physical separation.

#### *Metaverse in Journalism*

The next major industry in which the metaverse will provide a plethora of possibilities to explore is journalism. This industry, on the other hand, will no longer be regarded as an independent entity and will rightly extend beyond the 2D digital world and portable devices. We could visualize news being reported from VR environments which will allow reporters to provide more immersive and engaging stories and experiences for their audience. As of 2021, several news organizations are experimenting with journalism and the metaverse.

The news and internet will come out looking remarkably close to real life in the metaverse. All that is required to access and enter this virtual world is the use of AR/VR devices/headsets and virtual world wearables. You may then tour digital amusement parks, go to concerts, and do other things much like in real life. You may also see reporters conducting interviews in a virtual space in future, with digital avatars for the interviewee, and the audience. In addition, the metaverse offers a space for users to interact with digital avatars they could not speak with in real life. This medium also allows the audience to view related images and experiences of current events, such as watching real-time footage and developments.

#### *Metaverse in Tourism*

Metaverse development services are going to play a crucial role in the simulated tourist industry. Shoppers want more optimized and tailored services, from an out of the world renting experiences to easy reservation methods.

Customers are allowed to explore the venue's geography and take an interactive 3D tour utilizing VR devices and metaverse gear within the metaverse. People may take a guided tour of the resort while wearing their 3D personas before purchasing any hotel suite. Furthermore, those with physical deformities or restricted transportation will be able to visit the whole globe through simulated sightseeing in the metaverse.

#### *Metaverse in Art & Culture*

The metaverse is changing the way we experience art in several ways. Instead of simply viewing a piece of art, viewers are able to explore it in an interactive and immersive way. This has the potential to create a more meaningful connection between artist and audience. The Metaverse contains a variety of artistic mediums, including classical exhibitions, NFTs, and digital art.

Huge interactive multimedia exhibits will enable an immersive experience with the aid of 3D images, allowing viewers to physically experience the art. It aids in fostering a stronger bond between the artist and the audience in order to draw in the millions of Metaverse users.

The metaverse can be configured to offer animated digital sculptures and avatars for users to explore and interact with from various angles. During a short amount of time, visitors and members of the art community can stroll through a sculpture garden and develop a stronger bond with the artwork.

### *Metaverse in Education*

The principles of how children learn are stable whether applied to classrooms, digital games, or community settings, which includes designing playful learning into public spaces like bus stops, parks, or even the metaverse.

A range of education stakeholders, including learning and development researchers, educators, and employers reached consensus that success in the workplace of tomorrow will require mastery of a suite of skills or what the Brookings Institution has termed, “skills for a changing world.” Such skills, like collaboration, critical thinking and creative innovation, broaden our view of achievement beyond core academic subjects like reading and math. Metaverse can play a crucial role in this space, let's have a detailed look on how this can impact:

#### **1. Learn and connect in an immersive virtual campus**

Before and during COVID-19, learning had already begun to move from physical classrooms to more virtual and blended spaces. The metaverse facilitates an immersive campus life, where learners wearing VR headsets enter the virtual campus or university to learn, explore, and socialize. In this digital space, for example, learners can delve into different learning pods, visit libraries and breakout rooms, meet coaches and counselors, and hang out with peers.

These digital experiences can truly democratize education, by bringing people from geographically dispersed locations and varied economic backgrounds together to learn, in a cost-effective, flexible, and quicker duration. For example, in September 2023, the planned Kenya-KAIST virtual campus located 60 kilometers from the capital city of Nairobi will allow the institution to extend their reach across continents, allowing students to learn together on cutting-edge topics without having to leave their home countries.

#### **2. Enhance real-world skilling in virtual and hybrid environments**

The metaverse provides experiential, embodied skilling opportunities using real-world scenarios and high-pressure situations, where you can make mistakes without consequence. When well designed, it combines VR with data science and spatial design to improve learner engagement, confidence, and application. Some examples of the benefits of training in the metaverse include:

**Experiential learning.** Pharmaceutical leader Novartis trains life-saving lab skills with high-fidelity, multiplayer VR simulation. Students step into a virtual lab to interact with instructors and practice welding tubes, removing bag caps, and labeling bags with unlimited do-overs.

**Deliberate practice.** The metaverse provides intense practice and feedback loops, where learners practice many variations of a concept to hone skills. Walmart's Spark City game is different every time the game is played. If customers appear within 10 feet, players have to ask if they can help, but not before they've addressed spills and other safety hazards.

**State-dependent learning.** Providence Health triggers psychological stress of responding to microaggressions in the workplace. A live actor captured in 3D volumetric video appears through the camera lens of your phone or tablet as a hologram standing in the room in front of you, for learning and retrieval taking place under the same conditions.

### 3. Explore different worlds through visualization and storytelling

Visualization and storytelling are two hallmarks of a metaverse learning experience and much needed today after the profusion of boring Zoom experiences during COVID-19. Through VR technology, learners can step into an entirely different world or into another person's shoes. For example, health care leader DaVita builds patient empathy by using an interactive, multi-sensory first-person story.

Stepping into metaworlds facilitates visualization of scenarios, including complex development challenges. For example, a learner can use a VR headset to examine a street transformation in South Asia or explore life in a green Smart City. Through bite-sized 360 degree stories, virtual tours, and visualizations, learners "enter" crucial global development challenges, including climate change, education, gender, urban development, international trade, and public health.

### 4. Build human capabilities in interpersonal or difficult situations

Training staff for soft skills, such as communication, leadership, listening, and empathy is hard to achieve and also measure. The metaverse facilitates this by immersing learners in real-world conflicts and allows them to practice their soft skills in a safe environment, for example, having sensitive or difficult conversations with employees or customers.

For Verizon staff, safety training scenarios concerning robberies can create a sense of danger and overwhelm. By using VR, Verizon helped over 22,000 associates across 1,600 stores train for this complex scenario; the company reported that 97 percent of those trained said they felt prepared when put in such dangerous situations.

### 5. Improve accessibility for people with disabilities

The metaverse holds promise to improve educational and social access for people with disabilities. For example, an immersive environment offers young adults with special needs, autism, and social interaction issues the ability to improve their interpersonal and job skills, such as visiting a mall or grocery, shelving products at a store, or loading goods in a truck. Through VR apps, they can practice skills and interact with others in a safe environment without feeling overwhelmed or anxious.

VR can also help those with mobility or anxiety issues to improve their quality of life. For instance, the Starlight charity uses VR technology to give pediatric patients the chance to "escape" the walls of their hospital room and be transported into another world. Through VR goggles, they experience playing soccer, hanging out with friends, or visiting faraway places.

### 6. Increase data capture on learning performance

Using the metaverse to create immersive learning experiences allows organizations to collect hitherto untapped data to gain insights into learner behavior to track progress, identify gaps, and continuously improve the learning experience. Useful data on learner actions includes usage, performance, attention and engagement, sentiment, and predictive analysis. Teachers can also play a more active role in collecting data and analyzing lessons on the effectiveness of such environments for learning. For instance, hand movements are tracked in Pfizer, Novartis and Bristol Myers Squibb's pharma sims. If users cross their hands or angle them the wrong way under the biosafety cabinet, the sim immediately provides feedback and starts over. Every digital footprint can be measured and a dashboard of telemetry data can provide actionable insights to improve the simulation experience.

The metaverse literally means "life" after the internet. Early applications of this new way of learning include virtual campus activities, 3D simulations, and gamified activities. This is only the start—through this technology there are boundless opportunities to reimagine and democratize education in novel ways.

#### *Metaverse in Healthcare*

To many, the metaverse invokes gaming and entertainment, but the underlying technologies have real uses in health care today. These include extended reality (augmented reality, virtual reality, and mixed reality, or AR, VR, and MR, collectively referred to as XR); Web3 technologies and applications, such as blockchain and virtual assets; and M-worlds, the live virtual "places"



where users gather and create content. So far, the majority of health care use cases involve XR. The technologies are being used in several diagnostic and therapeutic applications, as well as in medical training and meetings and conferences. Companies are also experimenting with blockchain for applications that range from supply chain verification to the storage and management of health care data.

Metaverse technologies can create value for companies in multiple ways, including the following:

- Improving access to care by connecting patients and providers regardless of location.
- Enhancing the accuracy of diagnostics and the quality of surgery with advanced technologies.
- Reducing costs in care delivery, medical training, and data management.
- Opening new possibilities for storage, sharing, and access to data (patient, claims, and provider).
- Enhancing the experience of patients and insurance plan members and diversifying revenues with new offerings.
- Lowering operating costs by streamlining such functions as recruiting, learning and development, and payment.

Major providers are using AR to assist in medical procedures, including surgical preparation and execution in spine surgeries and catheter placement.

#### *Metaverse in Real Estate*

The metaverse real estate market has been in development for years. Some of the world's largest businesses and retailers are already buying land and building a virtual property. These early adopters snapping up virtual properties are keen to put down foundations in the metaverse in a rush to beat their competitors.

Forward-thinking real estate entrepreneurs firmly believe in a digital future: locations that exist entirely online and are accessible only by logging on. These same entrepreneurs are already accumulating this land in the same way they do with traditional real estate. Some brokers are already selling luxury real estate plots in the metaverse. And just like traditional investments, when the demand for these plots increases, so does their value. In fact, two of the most popular metaverses by market cap are Decentraland at \$5.6 billion and The Sandbox at \$4.5 billion.

#### *Metaverse in Entertainment*

Envision a world where a Metaverse platform allows viewers to interact with the story or characters in a meaningful way, taking the experience from passive to “interactive experience,” employing virtual reality in entertainment.

*“From the typical passive experience of streaming allowing viewers to engage in a deeper way!”*

The Media & Entertainment industry is one of the sectors that stands to benefit the most from the Metaverse.

*The global metaverse in entertainment market size was valued at \$13.8 billion in 2021 and is projected to reach \$221.7 billion by 2031, growing at a CAGR of 32.3% from 2022 to 2031.*

## V. THE RACE FOR THE METAVERSE

There are several key players competing to make the metaverse a (virtual) reality.

**Facebook** – When Facebook bought Oculus, a producer of VR headsets, back in 2014, it was because they were already “getting ready for the platforms of tomorrow”. Since then, the company has launched a new product group to create a 3D social space and bring their various services together.

**Microsoft** – In May 2021, Microsoft announced that they were working to create an “enterprise metaverse”.

**Snapchat** – Snapchat has been combining physical and augmented reality for years with their custom avatars, filters, and stickers, adding a digital dimension to the real world. What will they do next?

## VI. OPPORTUNITIES AND CHALLENGES

### A. Economic Opportunities and Job Creation

Reflecting on all the ways our lives have been transformed over the last three decades by the digital revolution, it is clear that the metaverse presents a promising new arena of economic opportunity.

Early estimates indicate that the economic contribution of the global metaverse could be valued at more than **\$3 trillion by 2031**. Already, places like Dubai, Seoul and Taiwan are advancing with plans to take advantage of the metaverse. And there are new opportunities emerging in a wide range of industries, from education, training, remote work and more; as well as opportunities for creators to make new forms of art and entertainment, build more direct and profitable relationships with their audiences and engage with more people in ways beyond the limits of today’s technology.

Importantly, the two key components for making the metaverse an economic success — **interoperability and portability** — will be powered by the further adoption of web3 technologies. Understandably, policymakers are giving considerable attention to the application of blockchain technology in financial services, whether in the form of stablecoins, cryptocurrencies or crypto exchanges, but it is important to recognize that blockchain also has extensive non-financial applications that can be foundational to the metaverse economy. For example, non-financial blockchain-based assets, like non-fungible tokens (NFTs), are well positioned to establish ownership of digital objects in the metaverse and enable people to navigate experiences and worlds in a way that platforms do not currently allow.

In order to responsibly build the metaverse economy and ensure its innovations benefit as many people, businesses and creators as possible, it’s important for policymakers to set fair rules for web3 technologies that keep people safe and promote innovation. At their core, these rules should:

- Adopt a technology-neutral approach that focuses on “same risks, same rules”;
- Recognize that decentralized systems have a role to play in unlocking new economic opportunities by fostering innovation, competition, interoperability and portability of ownership and identity;
- Embrace greater collaboration between the public sector and industry as a critical foundation for any future regulatory frameworks.

### B. Privacy and Security Concerns

Along with extensive growth opportunities, the metaverse comes with legitimate concerns about privacy and data security. As everything is built virtually in the metaverse, cybercriminals have plenty of options to hack the data and misuse it for their personal gains.

- Some of the risks that metaverse users face are similar to those raised by the users of the internet such as **phishing emails, data hacking, and malware attack** among others. However, the unique architecture on which the metaverse is built brings additional challenges to the horizon. For example, digital currencies and non-fungible tokens (NFTs) are extensively used in the metaverse, and hackers might find these things interesting for the hacking purposes.
- Another cyber security concern unique to metaverse is the **preservation of the virtual identity of users**. Further, metaverse companies need to safeguard all the critical information related to the business transactions happening in the online space. This preservation is the most critical step in ensuring the long-term sustenance of metaverse as a separate business category.
- Just like the two-dimensional internet, the security solutions related to both hardware and software will help metaverse to grow at a desirable pace. All assets and equipment in the metaverse must be able to detect threats and offer protection against the basic risks associated with the category. To enjoy the immersive virtual world in the metaverse, users require some special hardware devices including smart glasses, VR headsets, etc. All these equipment are critical for optimum functioning of metaverse although, in the absence of security mechanisms, these devices can become a soft target for hackers. Therefore, it's absolutely essential that all equipment feature high-grade safety and security so that any **unauthorized leaks** can be prevented with certainty.
- The issue of **intellectual property rights** is also a critical challenge, especially when it comes to the virtual space. The policymakers and regulators must address this head-on so that both users and organizations operating in the metaverse remain protected all the time. In the Metaverse, users generate a massive amount of unstructured data through their interactions, movements, and behaviors. This data can include personal information, biometric data, browsing habits and history. It is crucial to establish clear guidelines on data collection, usage, and retention, ensuring that users have control over their data and are aware of how it is being utilized. It is necessary to protect individual's privacy and ensure that their personal data is not misused or accessed without their consent for any research or commercial purpose.
- In the Metaverse, users can acquire and trade digital assets, including **virtual currency, virtual real estate, and virtual goods**. However, these assets can be vulnerable to theft, fraud, or hacking. Implementing secured blockchain technology or other decentralized systems can enhance the security and ownership of virtual assets and bring in more confidence and usage in future.

Addressing these privacy and security concerns in the Metaverse requires a multi-stakeholder approach involving technology companies, policymakers, users, and the wider society. It is crucial to strike a balance between innovation and protection, ensuring that the Metaverse remains a secure and trusted environment for users to explore and interact.

## VII. CONCLUSION

One can say that Metaverse is the place to start your new venture right now. All the big organizations are investing heavily in Metaverse ecosystem. It has lot of socio-economic benefits along with its wide usage. Hence, Metaverse development is the new arsenal for those who wish to make a fortune in the decentralized virtual economy and lead in technology sector by taking the world by stride.

## VIII. REFERENCES

1. <https://www.techtarget.com/whatis/feature/The-metaverse-explained-Everything-you-need-to-know#:~:text=The%20metaverse%20is%20a%20vision,not%20in%20the%20physical%20world.>
2. <https://www.analyticsvidhya.com/blog/2022/08/top-10-metaverse-uses-cases-and-applications/>
3. [https://morethandigital.info/en/history-evolution-of-metaverse-concept/#:~:text=The%20Metaverse%20is%20an%20ever,albeit%20with%20a%20dystopian%20twist\).](https://morethandigital.info/en/history-evolution-of-metaverse-concept/#:~:text=The%20Metaverse%20is%20an%20ever,albeit%20with%20a%20dystopian%20twist).)
4. <https://edu.gcfglobal.org/en/thenow/understanding-virtual-reality-and-augmented-reality/1/#>
5. <https://www.investopedia.com/terms/a/artificial-intelligence-ai.asp>

6. <https://blockchain.oodles.io/blog/how-to-use-blockchain-in-the-metaverse/>
7. <https://www.analyticsinsight.net/the-role-of-ar-and-vr-in-the-development-of-the-metaverse/>
8. <https://www.analyticsinsight.net/how-ai-plays-a-crucial-role-in-the-metaverse/>
9. <https://www.antiersolutions.com/the-building-blocks-of-metaverse-and-its-use-cases/>
10. <https://innovate.ieee.org/innovation-spotlight/make-the-metaverse-more-real/#:~:text=First%20named%20in%201999%20by,world%20to%20real%20life%20devices.>
11. <https://medium.com/sandbox-game/study-reveals-how-avatars-shape-digital-identity-in-the-metaverse-3dac23a8f3f2>
12. <https://www.devopsschool.com/blog/how-will-the-metaverse-affect-social-interactions/>
13. <https://about.fb.com/news/2022/12/economic-opportunities-in-the-metaverse/>
14. <https://about.fb.com/news/2022/12/economic-opportunities-in-the-metaverse/>
15. [The Metaverse and Sustainability: Building a Better Future](#)
16. [What is Metaverse? - GeeksforGeeks](#)
17. [The Metaverse Is Coming And It's A Very Big Deal \(forbes.com\)](#)
18. [How the Metaverse Opens the Door to New Creative \(and Commercial\) Possibilities - NAB Amplify \(nabshow.com\)](#)
19. [The metaverse: Here's how can it impact education | World Economic Forum \(weforum.org\)](#)
20. [How Can the Metaverse be Used in Education? | EU Business School \(euruni.edu\)](#)
21. [A whole new world: Education meets the metaverse \(brookings.edu\)](#)
22. [The Metaverse And Future Of Gaming | Entrepreneur](#)
23. [Metaverse and Social Media \(leewayhertz.com\)](#)
24. [Metaverse journalism potential and challenges virtual journalism | Quantumrun](#)
25. [Reaping The Benefits Of The Healthcare Metaverse | BCG](#)
26. [What is metaverse real estate? An expert explains | World Economic Forum \(weforum.org\)](#)
27. [Real Estate And The Metaverse: The Value Of Virtual Land \(forbes.com\)](#)
28. [Metaverse: Redefining the future of Media and Entertainment \(valuelabs.com\)](#)
29. [What is metaverse cybersecurity and what does it involve? \(indiatimes.com\)](#)