CUSTOMER JOURNEY MAP
IOT SMART FORMING

	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 ?
Browsing, booking, attending, and rating a local city tour					
Steps What does the person (or group) typically experience?	The former by using this he get the experience of the technology also use to grow the crops	This helps the former to reduce the burden of him and he can do the other works	In busy time don't need watch the crop ,by using the mobile app he can watch every think	after finishing this they get the non damaged crops from the fields.	After experience this he get more interest in using IOT devices.
Interactions What interactions do they have at each step along the way?	handling this is very easy and implementation also easy.	first time they think that it will not work ,they did't trust that.	we will provide the manual to use the product	the main motive is to the former need not work in the summer season for long time	this helps the former to easy to see the forming land from the home it self.
Goals &motivations At each step , what is a person's primary goal or motivational? ("Help me..." or "Help me avoid...")	At each step the technician will guide the former .	smart forming helps other former to use the product	this motivate the former to use the product	cost is very low according to the field only	by using this former get more ideas
Positive moments What steps does a typical person find enjoyable , productive, fun, motivating, delightful, or exciting?	by using this he get more time to do the other field work	reduce the crop damaged from other animels	thus provide the current condition of the field	this provide the the field information to the former	the adv of using this technology their work get easy
Negative moments What steps does a typical person find frustrating, confusing , angering, costly, or time-consuming?	if it get any repair are somethink else thay can contect our technician ,he will be avaliable for you	if any problem accures in the device it will shown in the user app it self	during the process working it casue damages you it self can repair it	they can get the knowledge about the iot	the main proble in this is need the continuous wifi conntion
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	it helps the former to suggest to others	it will adapt the upcoming tecnology	don't give the user authentication to others	don't touch the product after fixing	don't give the sensor details to others

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