

Customer Journey Map

Phases	Phase 1 MOTIVATION	Phase 2 REGISTRATION	Phase 3 ON BOARDING	Phase 4 FIRST SESSION	Phase 5 Final Confirmation
Action	To Reduce the AIR pollution in cities.	Connect their google account and phone number and verified Employee Id	Goes thorough training & add profile photo and various feature	Connect truck drivers and indicated when garbage can is full.	It will try in first 3 or 5 cities.
Pin Point	The world is in endangered zone.	E-Mail,Phone number,OTP.	Training Interference,Acco unt settings,Help Interference .	Send Messages and Emergency calls & Notifications.	Metro Politian cities were modernized.
Overall Experience	Good	Good	Good	Good	EXCITED
Customer Feeling	Is it possible for every cities? & Is Pollution will decrease?	How do I login? Where do I find my OTP?	The training videos are helpful.How I share my profile details.	It is simple to connect the truck drivers.	I hope this project will reduce the AIR pollution.

