





CUSTOMER JOURNEY MAP

DATE	15 OCTOBER 2022
TEAM ID	PNT2022TMID54350
PROJECT NAME	SMART WASTE MANAGEMENT SYSTEM IN METROPOLITON CITIES

PHASES	Registration Why would they trust us?			Onboarding and First Use How can they feel successful?			End session After the process	
STEPS	An account to be created if they are new; otherwise they can login with the existing account.	User can continue without login (guest mode)	User can login with gmail account	User can follow tutorial session	Personal details to be filled	Profile can be edited	Account can be deleted	Account can be logged out /signed out
TOUCHPOINTS		Interaction is done with face detection login		Account settings	Location of the truck and the garbage details can be viewed	Chat with bot interface	Interaction is doing in logout session	
CUSTOMER FEELINGS							 	
Backstage								
CUSTOMER THOUGHTS	An easy registration	Registration can be done via phone		Why is there a need for so much information?	User Friendly		Unneeded prompt. Eg. How certain are you wish to	
OPPORTUNITIES		All personalities have a common login. For instance, citizens, truckers, and others authorities		Make sure you only provide accurate information	Sharp responses from webhost and from help menu	Promote the regional tongues	For a smooth re-entry, provide connections to the homepage and login area.	