Customer Journey Map

PHASES	Motivation	Information gathering	Analyzes various products	chooses the most efficient product	Payment
Actions	wants to reduce the tension about the waste management	wants to choose an efficient product to get better waste management	Normal bins which is completely dependent on humans for emptying	Smart dustbins are more efficient	Payment after people found it is useful
Touch points	The buyers feels relaxed as there will be reduction in pollution streets	After installation the government no need to worry much about the waste management	The user amuse by the various types of product available.	After installing smart bins the process of collecting wastes will be automated	After find the product worthy, the government do futher development.
Customer Feeling		(xx)			
	Customer thinks it will helpful for better status of health condition	Finding optimal route helps in finding shortest route possible	Customer thinks alter solution will be available	The product choosing will be easy and comfortable for them	They think the product will be user friendly