










Project Design Phase-II

Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID04308
Project Name	Project - Natural Disaster Intensity Analysis And Classification Using Artificial Intelligence
Maximum Marks	4 Marks

 <p>Predicting the disaster</p>	 <p>Entice How does someone initially become aware of this process?</p>	 <p>Enter What do people experience as they begin the process?</p>
 <p>Steps What does the person (or group) typically experience?</p>	<div> <div> Advertisement Ads about the app can be the effective way to create awareness and educate the public. </div> <div> Greater awareness People should have greater awareness by neighbour or by the other people. </div> <div> Promotions and events Providing promotional events with free information that support disaster education can attract large crowds. </div> </div>	<div> <div> Home page Displays the details of the model and process. </div> <div> Login/ Register page The user can login after the registration using valid credentials. </div> <div> Image Capture page Capture the image and upload it in the application. </div> <div> cart page Display the images captured which is used to predict the disaster. </div> <div> Result page Shows the type of disaster detected. </div> </div>
 <p>Interactions What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? 	<div> <div>Browse the section of the android app, website, iOS app.</div> <div>Capture the image of any symptoms that occurs before disaster in particular location.</div> <div>Interaction with the mobile to use the application to detect the disaster by capturing images.</div> </div>	<div> <div>Home section of the web/mobile application.</div> <div>Login section of the web/mobile application.</div> <div>Image capture section of the web/mobile application.</div> <div>Browse the image section of the web/mobile application.</div> <div>Result section of the web/mobile application.</div> </div>
 <p>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div> <div>Help me to find the type of disaster.</div> <div>Help me avoid getting in traffic as thousands of people are engaged in the application which may lead to server issues.</div> <div>Help me capture the proper image without any camera issues.</div> <div>Help me avoid non-functioning and poor performance of the app.</div> </div>	<div> <div>Help me feel confident that my image is finalized and proceed for further process.</div> <div>Help me to get through the app without hassle.</div> <div>Help me to register or login with proper credentials.</div> <div>Help me get satisfied by using the application.</div> </div>
 <p>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div> <div>The user interface design of the web/mobile application are delightful to see.</div> <div>Its has good resilience and reliability.</div> <div>No difficulties are faced while uploading the images.</div> </div>	<div> <div>Excitement about the flow is very simple and minimum.</div> <div>Had positive impression on seeing the register or login page.</div> <div>Very easy and elegant way of using the application.</div> </div>
 <p>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div> <div>people don't know how to use the application without any prior knowledge.</div> <div>People express a bit of fear of commitment at this step.</div> <div>Sometimes they might forget to register before login the page.</div> </div>	<div> <div>They might feel confused whether to register or login first to the application.</div> <div>People may not enter the details correctly while login the application.</div> <div>People sometimes don't know the flow of using the application.</div> </div>
 <p>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</p>	<div> <div>Application can be made more simpler to avoid overload.</div> <div>Can we reduce the fear of using by implementing guidelines?</div> <div>Show highlights or common phrases from reviews.</div> </div>	<div> <div>Can we provide clear guidelines and rules for login the application.</div> <div>Can we implement sign in with google option?</div> <div>How might we make our disaster easily identifiable?</div> </div>

 <h2>Engage</h2> <p>In the core moments in the process, what happens?</p>	 <h2>Exit</h2> <p>What do people typically experience as the process finishes?</p>	 <h2>Extend</h2> <p>What happens after the experience is over?</p>
<div>Image capturing</div> <div>The images are captured with the camera app developed in the application.</div> <div>Get the details of the images</div> <div>Get the details of the different images captured .</div> <div>Detect the image</div> <div>They detect the type of disaster by capturing the image and upload to the application</div>	<div>Output</div> <div>Display the predicted type of disaster.</div> <div>Log Out</div> <div>The user can log Out the page after the process is over.</div> <div>Review and Rating</div> <div>Window that asks for the review and rating of the application used.</div>	<div>Personalized recommendations</div> <div>Better backend recommendation systems for the customer to experience personalizations.</div> <div>Disaster appears in the user profile</div> <div>The detected disaster appears on the customers profile with details of date and time.</div> <div>Location sharing and safety notifications</div> <div>Sending personalized messages with touch of a button to anyone of the contact list.</div>
<div>Contains the page that give access to the camera to capture the image</div> <div>Disasters are detected based on the model developed .</div>	<div>"Leave a review" modal window within the profile on the web/mobile application</div> <div>Depending on the image the detection of disaster are identified .</div> <div>User can quit the application session .</div>	<div>Gets direct feedback from the user</div> <div>Recommendations span across web/ mobile application.</div>
<div>Help me feel confident about where to go and which one of the page i have to visit.</div> <div>Help me feel good that the image uploaded without any network issues</div> <div>Help me feel good that the image uploaded with proper pixel size and range.</div>	<div>Help me leave the app with good feelings and without any inconvenience</div> <div>Help me spread the word about the great app for detecting the disaster.</div> <div>Help me to get good feedback about the application</div>	<div>Help me have a knowledge on the model build .</div> <div>Help me see what i could be doing next.</div> <div>Help me see ways to enhance the application.</div>
<div>people login to the application without any issues.</div> <div>People love the simplicity of the app</div> <div>App responds to the user in an efficient way</div>	<div>People log out the app with feelings of refreshed and inspired.</div> <div>People leave the app with the main of detecting the type of disaster.</div> <div>People rate the application with 98% satisfaction.</div>	<div>People leave the app by giving positive reviews.</div> <div>People recommended other ideas that to be included in the application.</div>
<div>Sometimes the images may not be captured clearly.</div> <div>People feel that image uploading process is time consuming.</div> <div>They might feel frustrated till the image get uploaded.</div>	<div>People leave the website without giving the feedback and reviews.</div> <div>Results may be inaccurate if image are not properly uploaded.</div> <div>People describe leaving a review as an arduous process</div>	<div>People review and provide low ratings to the application as it is not convenient for them to use</div> <div>Sometimes people underestimate the app and provide bad comments.</div>
<div>can we make app more accessible ?</div> <div>Can we make the app SEO friendly?</div>	<div>How can we make sure that the result of the prediction can be used for further training</div> <div>How to predict the disaster leaving the irrelevant or wrong data?</div> <div>How might we totally eliminate the thought of underestimating the application?</div>	<div>How can we further improve the accuracy of the model</div> <div>How can we analyze the customer satisfaction and improvise</div> <div>How can we make sure that feedbacks are essential for the quality of the app</div>