

Project Design Phase-II

Customer-journey map

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Team ID	PNT2022TMID08054
Project Name	Real Time River Water Quality Monitoring and Control System.
Maximum Marks	4 Marks



REAL-TIME RIVER WATER QUALITY MONITORING AND CONTROL SYSTEM

TIP
As you add steps to the experience, move each from "To Do" to the left or right depending on the scenario you are encountering.

SCENARIO	Entice	Enter	Engage	Exit	Extend						
Browsing, monitoring, alerting, to control water quality	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?						
Steps What does the person (or group) typically experience?	Using water resources Most of the people use the water for drinking, agriculture	Visit website or Notices area A sample can know about the condition of water resources and get aware of it	Alerting authority and neighbours Neighbours who send messages through mobile or other devices to get to know the status	Application for both chemistry and agriculture Chemistry (chemicals and medicines) and agriculture (pesticides and fertilizers)	Getting Message An message is all about the water conditions and report	Aware of water preventing the water pollution and use of fresh water	Environment The good condition provide good environment and clean meaning	Gather information The site gives all the information to locally	Report The customer writes the review of the site, update proper water quality meaning	Recommend to friends and neighbour Recommend the process to water about the water quality	Solution for problems Any problem in any process can be solved by the change of water condition
Interactions What interactions do they have at each step along the way? • People: Who do they see or talk to? • Places: Where are they? • Things: What digital touchpoints or physical objects would they use?	Access the website anywhere anytime	Water quality monitoring on website by use of browser	See the difference in water level in website	process of message about water level	Interaction with people about water quality	Now, people not use the water quality and understand it	Pay the review on website with their own money	Gain of knowledge of water quality	Recommend the water quality to others	Recommend to use the website to know the change of water condition	
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "I help me avoid...")	To decrease the basic diseases	To get quality water for consuming	Find an water into the web application	To check the water quality from the application	To compare accurately results	To monitor the water level by levels	Leave up information after using the website		When evaluation can affect with their own money to solve the water quality issue	Feedback is water can be able to solve the problem after application	
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Get a healthy freshwater	Know the condition of water to apply into for various purpose	Doing the experiment to get medical benefit	See know the water condition and level of water in channel (water level code)	water consultation rate	Healthy environment and good water supply for natural resources	Information about water level the people to understand instantly		People can make any use to solve the problem and understand	solve the problems immediately	
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It is a deduction of water consumption in use water	Only water must be use disease for human	More time to Load the web pages	Connection not secure	If the get without unexpectedly	If the user not follow the standard website	Alerts will be delay		Operation and maintenance costs are high		
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	The Speed of updating is increased	Can be more economical	Get the water quality condition to the internet	Select can able to update the water conditions	To provide accurate the water quality through sensor	Accuracy rate using proper method	When this process can be use the water to solve the problem				