

Project Design Phase-II Customer Journey Map

Team ID	PNT2022TMID47191
Project Name	Project - Real time River water quality monitoring and control system

				you're co-creating.	
 <p>Discovery Browsing, booking, attending, and rating a local city tour</p>	 <p>Discovery How does someone initially become aware of this process?</p>	 <p>Registration What do people experience as they begin the process?</p>	 <p>On boarding and first use In the core moments in the process, what happens?</p>	 <p>sharing What do people typically experience as the process finishes?</p>	 <p>Outcome What happens after the experience is over?</p>
 <p>Steps What does the person (or group) typically experience?</p>	<p>Quality of the water is important for everyone.</p>	<p>Water quality management system will ensure the quality for drinking water for daily use and other domestic uses</p>	<p>Customer chases and install the system</p>	<p>Can share feedback and quality of service</p>	<p>Get the quality of water</p>
 <p>Touchpoint 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? 	<p>Landing pages</p> <p>Blogs</p>	<p>Live chat</p>	<p>Demo Product</p>	<p>Mobile app/E-mail</p>	<p>Suitable control activity carried out based on the quality of the water</p>
 <p>Customer Feeling At each step, what's a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>Satisfied</p>	<p>Simple access</p>	<p>Easy collaboration</p>	<p>Efficient way to connect/share with people</p>	<p>Accurate result is obtain</p>
 <p>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful... or exciting?</p>	<p>App will be available in playstore.</p>	<p>Ensure ultimate accuracy</p>	<p>Self-monitoring and quick response</p>	<p>Fully automated</p>	<p>Environmentally safe</p>
 <p>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Smart phone is mandatory for installation</p>	<p>Requires good internet connectivity</p>	<p>Fault identification is somewhat difficult for farmers and general public</p>	<p>Customer care / helpline is mandatory</p>	<p>Lack of knowledge about the technology</p>
 <p>Opportunity How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Improves profit for farmers and general public will be free from water borne diseases</p>	<p>Improves self-monitoring, ensuring safety</p>	<p>High accuracy and efficiency</p>	<p>Reduce manpower</p>	<p>Simple access</p>