## **NALAIYA THIRAN**

## **CUSTOMER JOURNEY MAP**

## **TEAM ID: PNT2022TMID02241**

## PROJECT NAME: ESTIMATE THE CROP YEILD USING DATA ANALYTICS

Phases High level steps your user needs to accomplish from start to fielsh	LOGIN	Visualization	ANALYSIS AND INTERPRETATION
Steps Detailed actions your user has to perform	Open portal Login using credencial Create an account	User can visualize different statistical charts	User can analyze and interpret useful insights through visualization
Feelings  What your user might be thinking and treiling at the moment	Happy If it is user friendly	Happy if the visualization is easy and clear to understand	Happy if the insights useful and informative through analysis
	Not Satisfied if login and verification process is time consuming	Sad if the visualization is not clear	Unhappy if the user cannot get proper insights
Pain points  Problems your user runs into	Invalid Delay In Credentials Verification	Probllem in understanding the visualization	Problem in presenting useful and required insights to the user for analysis and interpretation
Opportunities  Potential improvements or enhancements to the experience	Make the verification process much simple and easier	By visualising the results user can easily predict the crop production	By analysis and interpretation usr can get clear understanding about data through insights