Customer Journey Map

Date	1 November 2022
Team ID	PNT2022TMID22583
Team Leader	Rajini Shankar
Team Members	Vishwa, Lokesh, Sathish kumar
Project Name	Signs with smart connectivity for better road safety
Maximum Marks	Marks

Phases High-level steps your user needs to accomplish from start to finish	Travelling	Traffic	Change route	Arrived Destination
Steps Detailed actions your user has to perform	Pack the things as your required	Stuck while middle of the traffic	Find the new path	Reach the place
Customer Feelings What your user might be thinking and feeling at the moment				
Pain point Problems your user runs	Lose consciousness accident happens	Delay every meeting we have to face that day	Difficult road path	Delay happens while road is not good
Opportunities Potential improvements or enhancements to the experience	My system provides flexilibity traveling in implementation	Our system predict traffic earlier	More accurae deliverance	More visibility and accurate to delivery time