

Project Design Phase-II Customer Journey Map

Date	15 October 2022
Team ID	PNT2022TMID30674
Project Name	Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

	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 experiences is over
Journey steps	Keep tracking the climate changes	know about the perimeter of forest	identify where the fire is started	Can track the accurate location	collect the data and prevent from huge damage
Actions	people in field: forest officer place: Forest areas Object used: camera	Identify the hotspot areas	monitoring continuously	GPS is connected	Identify the error and rectify this error next time
Goals and journey	detect forest fire and avoid risk for animal	starts with people wants to save the forest	reducing the damage and economical imbalance	spread love towards the nature	Protect the environment
Positive moments	It is automated and easy to access	Early detection	Accuracy 99.9%	avoid global warming	avoid air pollution
negative moments	Continuous monitoring is needed	Forest fire leads air pollution and emits harmful gases	network connectivity	Delay of action will create a huge damage	Emits greenhouse gases
Areas of opportunity	Image based prediction	minimize the risk	It leads afforestation	loss of flora and fauna	leaving of campfire and cigarette