

## Project Design Phase-II Customer Journey

Date	15 October 2022
Team ID	PNT2022TMID13381
Project Name	IOT based smart crop protection system for Agriculture
Maximum Marks	

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	major financial losses, observe the crop safety	production environment and manage these in a economically and produce resource at the product	to connect the system with sensor on mobile increase demand for food with minimum resource such water	to get conserving biodiversity and nutrients in the earth, lower the food costs
<b>Needs and Pains</b> What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	prevent crop damage from diseases and products from the diseases excessive use of chemical fertilizers and	to have enough knowledge on handle the IoT based devices	farmer have to handle it regular checking	sharing their ideas to other farmer to improve our crop production and food quality and production
<b>Touchpoint</b> What part of the service do they interact with?	devices are connected through IoT system	mobile application devices connected by sensors	buzzer sound notification in mobile tape the sensor	build farmer resilience to environmental shocks plant many crops minimum support prices for all crops
<b>Customer Feeling</b> What is the customer feeling? Tip: Use the emoji app to express more emotions	😊	😞	😎	🙌
<b>Backstage</b>				
<b>Process ownership</b> Who is in the lead on this?	horticulturists	horticulturists	statifying	horticulturists