

## Project Design Phase-II

### Customer Experience Journey Map

Date	15 November 2022
Team ID	PNT2022TMID05673
Project Name	Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

#### Customer Experience Journey Map:

The customer journey is the process by which a customer interacts with a company in order to achieve a goal. From gaining awareness of a brand via social media to receiving an email after a successful predictions, there are usually many and varied steps in between.

## CUSTOMER JOURNEY MAP



#### PROBLEM TO BE SOLVED

Monitoring and regulating forest fire is a critical responsibility to assist environmentalists in their search for a long-term solution to enhance environmental quality and wildlife.

#### EXPECTATIONS

- Ability to monitor large areas
- Quick alert system
- Compatible with all gadgets

