












Project Design Phase-II

Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID06174
Project Name	Project - Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

<b>Emerging Methods for Early Detection of Forest Fires</b>	 <b>Entice</b> How does someone initially become aware of this process?	 <b>Enter</b> What do people experience as they begin the process?	 <b>Engage</b> In the core moments in the process, what happens?	 <b>Exit</b> What do people typically experience as the process finishes?	 <b>Extend</b> What happens after the experience is over?
 <b>Steps</b> What does the person (or group) typically experience?	<div>Finding Solution</div> <div>Acknowledging from other countries</div>	<div>Confusion</div> <div>A little confusion about the working of the process</div>	<div>Getting used to it</div> <div>Feels comfortable and convenient</div>	<div>Understand the importance of this method</div> <div>Feeling happier for choosing this software</div>	<div>Ready to implement in all areas</div>
 <b>Interactions</b> What interactions do they have at each step along the way? ■ <b>People:</b> Who do they see or talk to? ■ <b>Places:</b> Where are they? ■ <b>Things:</b> What digital touchpoints or physical objects would they use?	<div>Talk to their colleagues about latest techniques</div> <div>Hover around different websites</div> <div>Looking at other countries' techniques</div>	<div>Sharing knowledge around colleagues</div> <div>Getting knowledge about software</div>	<div>Customizing the settings</div> <div>Learning to use it efficiently</div>	<div>Proficient in using the software</div>	<div>Recommend this to other stations</div>
 <b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>To preserve forest and wild lives</div> <div>To reduce information sharing time</div>	<div>To get used to it</div> <div>To learn quickly</div>	<div>To master using this software</div> <div>To learn how to improve</div>	<div>To verify the accuracy of the software</div>	<div>To be able to make improvements</div>
 <b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Work can be done efficiently</div> <div>Can save forest and wild lives</div>	<div>Good and friendly UI</div>	<div>Mostly accurate</div> <div>Reduce reaction time</div>	<div>Saving nature and lives</div>	<div>Worth to suggest for others</div>
 <b>Negative moments</b> What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Knowing it is not 100% accurate</div>	<div>Feeling difficult to get familiar</div> <div>Getting used to the software</div>	<div>Will be vague in cloudy weather conditions</div>	<div>Should close the software properly. May take some time</div>	<div>Concerned about the reliability of the software</div>
 <b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	<div>Should give clear explanation about the software</div>	<div>Adding procedural details in the website</div>	<div>To make the UI better</div>	<div>Feedback can be obtained</div>	<div>Should improve the reliability</div>