**Customer Journey Map**

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| **1.Phase** | **Problem identification** | **Assessing the problems** | **Monitoring**  **the concerned area** | **Treatment for the**  **problems** | **Solution** | **Customer satisfaction** |
| **2.Steps** | Cleaning up waste from household without polluting environment. | Accessing local area for disposal of waste | Real time  Waste monitoring. | Setting up Smart bins  . | Mapping smart bins with GPS tracker. | User searches for the product with high efficiency and low cost. |
| **3.Feelings Good**      **Bad** | **🤩** | ☹️ | 🤩 | ☹️ | 🤩 | 🤩 |
| **4.Pain points** | Insufficient knowledge on Hazardous waste in common household . | Server issues in web apps. | Garbage level monitoring using ultrasonic sensors. | Monitoring and tracking every garbage cans. | Individual monitoring of every garbage in concerned area. | Disposal of huge amount of waste at single time. |
| **5.Opportunities** | Trash and garbage free municipal households. | Areas with high population and high waste emission rate can be assessed easily. | Management of waste irrespective of the environmental situations. | Web development for tracking smart bins. | Monitoring garbage level and tracking through web application for cleaning purpose. | Management of waste without polluting environment. |
| **6.Customer Experiences** | Searches for good product in the market. | Product user buys should be user friendly. | Disposing waste quickly and more frequently. | Expects the web app to be more faster. | Expects tracking should be more precise. | Installing smart bins throughout the entire City. |