

Project Design Phase-II
Customer Journey map

Date	03 October 2022
Team ID	PNT2022TMID30690
Project Name	SMART WASTE MANAGEMENT-METROPOLITAN CITIES
Maximum Marks	4 Marks

CUSTOMER JOURNEY MAP

	AWARENESS	INTERACT	ENGAGE	SUBMIT
OBJECTIVES	How much wastage you have?	Identify the wastage ask to drop it	Maintaining the level and area of location	Statistics obtained to wastage department
NEEDS	Household bin to drop	Sharing of bin to department	Kind interaction with the worker	Satisfaction
BARRIERS	Weightage	Must provide the type of wastage dropping	Maintain distance while dropping	Convinced