

Project Design Phase-II

Customer Journey Map

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| Date | 09 October 2022 |
| Team ID | PNT2022TMID49498 |
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| Project Name | Real Time River Water Quality Monitoring and Control System . |
| Maximum Marks | |

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| <div>1 Phases</div> <div>High-level steps your user needs to accomplish from start to finish</div> | <div>Fix the sensor in water</div> | <div>Getting sense in water purity</div> | <div>If contaminated water is contained in river</div> | <div>send the alert SMS to the user mobile and station alarm is on</div> |
| <div>2 Steps</div> <div>Detailed actions your user has to perform</div> | <div>Using arduino board to connect the sensor</div> <div>To use temperature sensor,PH sensor,LCD display,wifi module,etc...</div> | <div>To check the water purity in river using sensors</div> <div>To check the level of percentage in water purity in river</div> | <div>Chemical wastage , Sewage contaminated in river water</div> <div>Death of aquatic life forms in river water</div> | <div>Automatically send the SMS to user mobile.</div> <div>To close the dam volve</div> |
| <div>3 Feelings</div> <div>What your user might be thinking and feeling at the moment</div> | <div><div>Thumbs Up</div><div>Informative Insights</div><div>Illustrative historical reports</div></div> <div><div>Thumbs Down</div><div>Degrading water quality</div><div>Reduced water levels,water consumption patterns</div></div> | <div>Preventive maintennance checks</div> <div>Instant alerts</div> | <div>Seamless communication</div> <div>Cost reduction</div> | <div>Scalable solution</div> <div>Natural habitats to a point where it has become scare across major regions</div> |
| <div>4 Pain points</div> <div>Problems your user runs into</div> | <div>Dirty water causes water borne diseases by human</div> <div>It is destruction of whole ecosystem in river water</div> | <div>River water pollution caused by phenomena</div> | <div>Pollutes the natural rock acqifers affecting the groundwater</div> <div>It effects contaminated river watyer for plants and animals</div> | <div>Some items that may be present in waste water in such concentrations that they are toxic for plants</div> |
| <div>5 Opportunities</div> <div>Potential improvements or enhancements to the experience</div> | <div>Protect human health and avoid the costs related to medical care,productivity loss and even loss of life</div> | <div>Provides the objective evidence necessary to make sound decisions on managing water quality today and in the future</div> | <div>To ensure that our waters can continue to support the many different ways</div> | <div>To ensure contact center touchpoints with customers are consistent with the brand promise</div> |

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