















# Project Design Phase-II

## Customer journey map

<b>TEAM ID : PNT2022TMID49950</b>	
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<b>Team Member 1</b>	SINDHUJA K
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<b>Team Member 3</b>	KASI MOORTHY M
<b>Maximum Mark</b>	2 Marks

<b>Journey Steps</b> Which step of the experience are you describing ?	 <b>Discovery</b> Why do they even start the journey ?	 <b>Registration</b> why would they trust us ?	 <b>Onboarding and First Use</b> How can they feel successful ?	 <b>Sharing</b> What do people typically experience as the process finishes?
 <b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Keep tracking of climate changes</div> <div>Detection of forest fire.</div>	<div>They can continuously monitor the forest.</div> <div>Collect data and image processing</div> <div>Register previous records of fire range in detector.</div>	<div>We can track the accurate location where forest is in fire.</div> <div>Forest surveillance video cameras can be used to monitor the forest areas so that we can prevent the people and wild lives.</div>	<div>This product can be only used by corporation or government to monitor forests.</div> <div>Prevent the area from spreading of fire.</div>
 <b>Needs and Pains</b> What does the customer want to achieve or avoid ? Tip Reduce ambiguity, eg by using the first person narrative.	<div>To avoid the forest fire.</div> <div>To decrease the disaster caused by forest fire.</div> <div>We want to collect the data.</div> <div>To avoid risk for animals.</div>	<div>Detection of fire pattern.</div> <div>If there happens any suspicious activity, with the help of this system people can get the information earlier and it also alert the forest fire department.</div>	<div>Corporation / Government/ Forest Fire department have to monitor the system regularly.</div> <div>Set the limits of sensor range to detect disaster.</div>	<div>If they have more contacts, they can share the experience to them.</div> <div>It is a wireless device, so it is compatible</div> <div>It will also detect volcanic eruption.</div>
 <b>Touchpoint</b> What part of the services do they interact with?	<div>They can interact with the forest fire department.</div>	<div>System</div>	<div>Vedio Demos</div> <div>Speakers</div>	<div>Social Media</div> <div>Sponsorship</div>
 <b>Customer Feeling</b> What is the customer feeling? Tip Use the emoji-app to express more emotions.				
 <b>Opportunities</b> What could we improve or introduce?	<div>Fire removes low Growing underbrush</div> <div>Clears the forest floor of debris .</div>	<div>Opens it up to sunlight</div> <div>Nourishes the soil</div>	<div>Fire frequencies determine the over storey of coniferous composition</div> <div>Besides developing a natural space among the stands .</div>	<div>It plays a role in recycling nutrients from the ground layer vegetation and litter to the over storey trees.</div> <div>Thereby counteracting the infertile substrates and arrested decay</div>
 <b>Process Ownership</b> Who is in the lead on this?	<div>CORPORATION (OR) GOVERNMENT</div>	<div>GOVERNMENT</div>	<div>FOREST FIRE DEPARTMENT</div>	<div>GOVERNMENT</div>