

# PROJECT DESIGN PHASE – II

## CUSTOMER / USER JOURNEY MAP

Date	08 October 2022
Team ID	PNT2022TMID49521
Project Name	IOT-Smart Waste Management System for Metropolitan Cities
Maximum Marks	4 Marks

### Customer / User Journey:

<b>1 Phases</b> High-level steps your user needs to accomplish from start to finish	Search for the suitable Materials	Sensor initialization setup	Working of the system	Final operation of the system
<b>2 Steps</b> Detailed actions your user has to perform	Setup the Sensor system in Waste Bin Install the appropriate application Connect the system to the corporation	Unfortunately harmful waste can change in to the Harmful waste. It can also be Detected Harmful waste are detected by the Sensor. Sensing Data's are transferred into Node-MCU	Node-MCU sends the data into Cloud. Cloud send message to the appropriate waste collector. It also sends information to the user	The Waste collector collects the harmful waste Successfully Harmful waste can be Disposed If the problem is not solve, It send Complaint message to the appropriate office
<b>3 Feelings</b> What you user might be thinking and feeling at the moment.	<div> Did not worry about Dispose the Harmful waste.  Keep the Environment Clean and free from Harmful Waste  Dioxins are prevented </div> <div> This system is often Dangerous  Increase of human workload  It affects the Disposer Health </div>	<div> Rotends are avoided  Spreading of Disease from the Harmful waste should be Prevented.  Virus free Society </div> <div> Touching of Bin also causes Disease  Cost of the system is literally high  Mercury and lead, persist in the environment for many years </div>	<div> Odorous can be reduced  Improves Child Safety  Protect the Home from Harmful free </div> <div> Spreading of disease from the Disposer  Initialization of the sensor cost is High  It causes more Problems </div>	<div> Incineration can be reduced  Reduce the Pollution to the environment  Makes Healthy soil in the Earth </div> <div> Practices are not done uniformly  Expensive to maintain  Produce harmful pollutants </div>
<b>4 Pain points</b> Problems your user runs into	Monitoring the working condition of the sensor Checking the Sensor operation Frequently Analysis the data from the Appropriate Dataset	Disease spread by the Disposer Machine system is needed to Dispose the waste Decreases the human work by machine	Prevent the Disposed Harmful waste to the Animals Recycling system is needed Always Double checking of the system Performance	Immediate response is needed Avoid over sensing of the system Reduce the system Cost
<b>5 Opportunities</b> Potential improvements or enhancements to the experience	To be smart in dispose the Harmful waste Creation of Bacteria and virus to be Prevented Make Diseases free Home	It avoids spreading of Diseases. This system helps to avoid the unwanted smell on the waste It treat the harmful waste safely	In this system, it Dispose the Harmful waste properly It contains different Dispose procedures Several treatment process are included	Backup or Alternate operations is also available It also send notification in WhatsApp and gmail via Internet It increases Home Security