Project Design Phase-Ii
CUSTOMER JOURNERY

Date	10 October 2022
Team ID	PNT2022MID30125
Project Name	Real time system water quality monitoring system
Maximum Marks	

customer journey template

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	the customer do know about gathering information and they look for project information collection	because our project is very usefull / the second reason is it useful for economic purpose / the third reason is used to make the save time and cost	they have to maintain proper accurate answer / the another reason is methodic progress / the third reason is proper planning / the fourth reason is adhere to best pratices	we are invite other because knowing technical terms / the second reason is used to knowing hard ware components / the third reason is use to create awareness of people
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	the customer want to achieve their problem solution and they to avoid all the purchasing low quality product / the customer want to achieve their quality products reached	they trust because quality of our project / they is safe for environment / very accuracy and efficient	the reason is monitoring and control / the next reason is used professional software / the next reason is effective communication / the next reason is work with commited people	the another reason is used to growth knowledge of children / the fifth reason is used to knowing quality of water / the sixth reason is use to make the general awarness
Touchpoint What part of the service do they interact with?	brand	product service / brand story / innovation purchase	blog content / consumer experince / reference management / field service	work flow / news paper / social media
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	😃	🙂	😇	😐
Backstage				
Opportunities What could we improve or introduce?	the increasing in this project are used to	Provide home water-treatment capability through the use of	improvement in this project Promote low-cost solutions, such as chlorine tablets or	increasing .Parameters in humdity and
Process ownership Who is in the lead on this?	managor	project head	customer	social media

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