



Project Design Phase II

Customer Journey Map

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Team ID	PNT2022TMID02383
Project Name	IoT Based Smart Crop Protection System for Agriculture

Customer Journey Map: The customer journey map is a visual representation of the steps a customer takes to complete a specific action, such as signing up for a product trial or subscribing to a newsletter. The more steps involved to complete the specific action, the more detailed the customer journey map will be.

1 Phases <small>High-level steps your user needs to accomplish from start to finish</small>	Login/Signin	Monitoring	Final Session
2 Steps <small>Detailed actions your user has to perform</small>	User need to enter his email id. After they need enter password and confirm password. They need to verify their mailid/Phone number	They may monitor thier crops through anywhere. They may check the weather condition and soil humidity. They can find the plant's diseases.	Download the details about crops. Also download the details about weather and humidity. They may also take screenshot.
3 Feelings <small>What your user might be thinking and feeling at the moment</small>	<div>  Good! Easy understanding Account login </div> <div>  Consume high data. </div>	<div> Easy uderstanding about farms. Click menu and see various options. Moderate </div> <div> Sometimes inaccurate display </div>	<div> Easily downloded. good User experience. Good! </div> <div> High data consume. </div>
5 Opportunities <small>Potential improvements or enhancements to the experience</small>	Set the alarm for irrigation process. Introduce the chat bot.	Add the popups. Suggest the best time for irrigation by using weather.	Suggest option for change language. Add some rewards.