

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Smart Waste Management System For Metropolitan Cities

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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.



| SCENARIO Browsing, booking, attending, and rating a local city tour | Entice How does someone initially become aware of this process? | Enter What do people experience as they begin the process? | Engage In the core moments in the process, what happens? | Exit What do people typically experience as the process finishes? | Extend What happens after the experience is over? |
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| Steps What does the person (or group) typically experience? | Step 1 Awareness When the project is published, the project policy flower flower (fig. 1) and the project policy flower flower (fig. 1) and the project flower flo | Step 3 Initiating the project While users start to systems with the start to the control of the start to the star | The prime results include and closed activities. The users may not experience difficulty good of the little as a first system is efficient. | Public will experience their surroundings neat, calean and hygenic. They can breath effech air be deficiently done to be efficiently done. | The people may use this method with regular the recent used will be provided by the people of the recent used will be provided by the people of the people o |
| Interactions What interactions do they have at each step along the way? People: Who do they see or talk to? Places: Where are they? Things: What digital touchpoints or physical objects would they use? | interactions with each and every person may as it be compared to the compared | People may sometimes fice network tracers where the continue of the continue may get lost. If the graphse collection is not on time, the query message can be sent to respective damin though website | the admit and co-admit of the project should monitor to semiors and closed processors The place and location of smort bins can be monitored sensor, admin and closed processors Garbage collection and detection can be monitored by sensors | While people experience this project, they may feel it is more useful and each frendly environment. | People can breather the har since, they can an agencer shall also be explore a clean and hygienic surrounding the surrounding the surrounding clean since misropolitas sites. |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid") | The person/public needs to get aware of the system by getting educated The public may also get motivated and get emotivated and | Ensuring right garbage massaging aractics massagement Reduct, minimize the scrap generations The 3Rs of waste massagement Reduct, with the scrap massagement Reduct mass | The prime processors may motivate an environment towards updated technology | On regular usage basis, the separation of many many ledge people in a casine vay to dispose their watte | Public may feel that the project is useful Public may feel pollution free and eco-friendly environment |
| Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | Disposal of waste could become easier and safe without any disturbances. Suggestions from the customers is playing a visit role sizes they are the one-wish using this size of the system. | This project make a sense for a great disposal solution in metropolitan cities [Description of a positive moment] | The dite of our system helps them to search for the nearest location People feel fully satisfied. Since they disposed the wate safely | The amount of wase generated is closely blaked to consumption and production patterns Discovering the patterns of the pattern | Sol contamination, water contamination, are contamination, are configuration may change may be reduced as a result of this system water management. |
| Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | litteracy in the methods procedure and process many leads to flather of the whole system the spream of the system | Improper disposal of waste leads to many hams to marine and widtle when we dump wastes used and sea shores | Even though the people are aware of the system, where securities the environment tedirectly are as the electrical by sensors, and the environment tedirectly are as the extension of the environment tedirectly are as the environment tedirectly ar | Confusion will be still been in the system when the process finishes Demographic changes such as increase in number of one-person basednoids, which is process finishes. | The project may be les efficient due to improper management and project may even collapse due to a angle cause which is pollution |
| Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested? | To create an efficient system with proper garbage monitoring. Automatically suggest a location about the nearest disposal system | While beginning the process people many stront to face people many set used to it and people manufacts to sectify the problem (manditude) and doly environment? | Guidelines should be provided so that specified cards are revocate extracts. Other process of the system cards under the project system. | 100% efficiency and feesibility of the system could be experienced by the people of the city and the country of the people of the city and the country of the people of the city and the country of the people of the city and the city and the people of the city and the people of the city and t | Clean and hygienic environment may be experienced by the people This is the better solution of watte disposal to make a better tomorrow |