



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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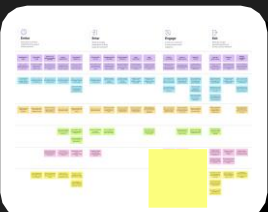
Smart Waste Management System For Metropolitan Cities

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.

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

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?
Steps What does the person (or group) typically experience?	Step 1 Awareness When the project is published, the people should have right in knowledge and right about the project	Step 3 Initiating the project While users start to "SPONTANEOUS" say for their waste issues, which can be rectified using proper system	Step 4 Facing the issues The users may face issues in internet connectivity and time delay in collection of waste	Public will experience their surroundings neat, clean and hygienic. They can breathe fresh air	The people may use this method with regular practice as it is time saving and efficient in day-to-day life
Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">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 not be possible experience. But we can get queries from people individually from questions or question arise	People may sometimes face network issues where the connection may get lost	the advice and co-advice of the project should monitor to sensors, advice and by truck drivers	While people experience this project, they may feel it is more useful and eco friendly	People can breathe fresh air since, they can explore a clean and hygienic surrounding
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	Ensuring right garbage managing practice ultimately helps us to enhance the eco generations	The prime processors may motivate an environment towards updated technology	On regular usage basis, the operation of waste may help people to a easier way to dispose their waste	Public may feel that the project is useful
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Disposal of waste could become easier and safer without any disturbances	This project make a sense for a great disposal solution in metropolitan cities	The site of our system helps them to search for the nearest location	The amount of waste generated is closely linked to consumption and production patterns	Soil contamination, water contamination, air pollution and climate change may be reduced as a result of this system
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Illiteracy in the method's procedure and process may lead to failure of the whole system	Improper disposal of waste leads to spreading of diseases	Even though the people are aware of the system, waste impacts the environment indirectly	Confusion will be still there in the system when the process finishes	The project may be less efficient due to improper management
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	While beginning the process people may tend to face some issues. But there should be proper remedies towards the problem immediately	Guidelines should be provided so that people can apply the proper management of the project system	100% efficiency and feasibility of the system could be experienced by the people	Clean and hygienic environment may be experienced by the people



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