












# Smart Waste Management System for Metropolitan Cities

## Customer Journey

Team id:PNT2022TMID07013

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>Collect garbage</div><div>Download or login the web application</div><div>Separate Waste</div><div>Monitor the filled level of bins</div><div>Alert message send to control room</div><div>Update the sensed data to database</div><div>View details on trashcans</div><div>Workers are send to clear the bins</div></div>	<div>Separate collection and sorting</div> <div>Expanding the recycling industry</div> <div>Reliable collection and better landfill sites</div>	<div>Extensive Uncontrolled dumping</div> <div>Prevention</div> <div>Preparation of reuse</div> <div>Recycling</div>	<div>Fully digital and easy infrastructure</div>	<div>They feel clean management system</div> <div>Clean India</div>
<div></div> <div>Interactions</div> <div>What interactions do they have a teach step along the way?<ul style="list-style-type: none"><li>■ <b>People:</b> Who do they see or talk to?</li><li>■ <b>Places:</b> Where are they?</li><li>■ <b>Things:</b> What digital touchpoints or physical objects would they use?</li></ul></div>	<div>all human produce solid waste</div> <div>garbage bin overflows monitoring by the ultrasonic sensor</div>	<div>checking the status of sensor</div> <div>sensing the level of bins</div>	<div>Website to monitor the trashcan</div> <div>analyze status of dustbin</div>	<div>internet is necessary to use the web app</div> <div>The device may send wrong information</div> <div>feel easy to monitor the waste</div>	<div>it reduces the fuel cost for travelling</div> <div>sensor can be damaged when collecting garbage</div>
<div></div> <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>clean India</div> <div>make waste free environment</div> <div>protection of public health</div>	<div>development and improvement of clean technology</div> <div>reduce recycle and to reuse</div> <div>create pollution free environment</div>	<div>the environment to support the economic development and superior quality of life</div> <div>waste can be liquid or gases</div> <div>each type has different methods of disposal</div>	<div>each type has different types of management</div> <div>industrial, biological waste or organic and biomedical waste</div> <div>its reduce the dangerous effect</div>	<div>a big part of waste management deals with municipal solid waste</div> <div>well maintained area</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>become a smart city</div> <div>enhance safety</div> <div>reduce man power</div>	<div>effective way to keep the clean city</div> <div>optimization of resources</div>	<div>quality control improvement and monitoring</div> <div>exchange of waste</div> <div>shipping to the point of use</div>	<div>reduce harm full waste water</div> <div>zero waste</div> <div>reduce the use of packaging material</div>	<div>protect the environment</div> <div>increase the fertility of the soil</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Jobless</div> <div>increasing cost of the dustbin</div>	<div>soil contamination</div> <div>water contamination</div> <div>air contamination</div>	<div>human damage</div> <div>harm towards animal and marine life</div>	<div>loss of habitats</div> <div>in case of any short circuit</div> <div>sensor affect by water</div>	<div>In case of any malfunction</div> <div>some cloud warning issue</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>smart waste bins</div> <div>waste level sensor</div>	<div>AI recycling robots</div> <div>garbage truck weighing mechanism</div>	<div>pneumatic waste pipes</div> <div>solar powered trash compacters</div>	<div>E-waste kiosk</div> <div>recycling apps</div>	<div>waste management program</div> <div>sustainability development</div>