

Customer Journey Map

Team ID	PNT2022TMID06042
Project Name	Project - IOT Based Real-time River Water Quality Monitoring and Control System

Local Authority

Local Authority is a person who represent his/her locality people about the quality of the water, if the water is contaminated they protect the people from drinking it.

What are their key goals and needs?





- periodical status about the quality of water
- accurate and correct prediction of water quality
- remote access and covering all locality water bodies

What do they struggle with most?

- parameters to determine the water quality
- hardware sensors to measure water quality
- knowledge about usage of application

What tasks do they have?

- collect information about local water bodies
- make people aware about the water quality
- prevent any disastrous event from happening

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey? To know the quality of water to prevent disease and dead	Registration Why would they trust us? We provide accurate and correct measurement of water quality	Onboarding and First Use How can they feel successful? When any contamination in water bodies is reported immediately and saves life	Sharing Why would they invite others? To make others also aware of the quality of water in their locality
Actions What does the customer do? What information do they look for? What is their context?	They consume the water not knowing the quality of water	They access the application to know the quality of the water	They are warned immediately if the water is contaminated	Prevents spread of water disease and death of life.
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	All people should be healthy consuming good quality water	Consuming contaminated water may cause diseases and even death	Using this app they can know the water quality easily	Most of the people are not aware of presence of such app
Opportunities What could we improve or introduce?	Spread awareness about importance of water quality	Easy and simple UI for all people to access	enhanced method of alert to all people	sharing the application through social media
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Touchpoint What part of the service do they interact with?	Real Water	Web User Interface	SMS alert	E-mail

What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

- Access the application from remote locations
- Check the quality of water with single click
- Receive SMS alert message if water is contaminated

What can they finally avoid doing?

- Prevent water diseases and death of life
- Avoid consuming contaminated water
- Accessed remotely which avoids travel to specific places

What changed in my environment?

- Mode of access by people (UI)
- Using of high quality sensors
- Automatic SMS alerts generated