CUSTOMER JOURNEY MAP

TEAM ID: PNT2022TMID21316

PROJECT TITLE: SMART IOT- REAL TIME RIVER WATER QUALITY MONITORING SYSTEM

SCENARIO	ENTICE	ENTER	ENGAGE	EXIT	EXTEND
STEPS	Taking actions when threshold is met and concerning officials are approached	Selecting an appropriate threshold in order to notify the officials	Other threshold are also available for various cultivated lands	Once threshold is reached, automatic alert alarm is turned on /off . thus officials can take further actions	Until the job of cleaning the river is undertaken
INTERACTION	Officials, Common People are benefited	Common People can trust the river bodies for their usage like agriculture , and other edible purpose too	This application is accessible at any time, as it continuously engages with the river bodies to alert the threshold	The Officials need not spend more manual efforts to check the quality of the river	The Government acquires the application after determining its worth
GOALS & MOTIVATON	Help me what the river quality is all about for human purpose	Help me understand common people or river monitor officer need not check manually	Help me to compute most of my works in short interval of time	Help me spread world about its technology and provided feedbacks	Help me see what I've gained from the old technology
POSITVE MOMENTS	The functioning of this technology provided by the technical team is exciting to look forward	Excited about new methodology to solve the issues	If any technical error happens, It can be spotted with accurate locations	People will use smart monitor for river and have not resistance to use river water	The common people feel helpful for their day to day activities who use river water as main source
NEGATIVE MOMENTS	Common people and Government officials may take time to adapt with this new technology	It enhances the new practice of river water quality prediction method	Sometimes notification may take longer time to reach the officials because of network instability	Sometimes people hesitate to leave a review	The quality of water will be unknown or undetermined if design is not met with requirements
AREAS OF OPPORTUNITY	Government Officials are benefited by automation in quality monitoring system	The Government Officials are aware of current quality of river water at all regions	Other facilities of detailed summary report of river health in that regions can be generated	Analysis of Report generated or live data help them to take best measures at earlier stages	The Common People and Government Officials journey will be safe and secure usage of river water thg