Smart Waste Management System For Metropolitan Cities Using IOT

Customer Experience Journey map

SCENARIO

Browsing, booking, attending, and rating alocal 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?

Entice			Enter				Engage		Exit		Extend	
Visit website or app	Check the status of the garbage bins	Check the location	Login	Checking garbage bins	Identifying the locations	Notification	Alert message	Sending workers	Ensure the removal of garbage	Writing & submitting review	user profile	Priority
The user can access the website or application	Checking the level of garbage in the garbage bins	Identify the location of the filled garbage bins and sending the workers to remove the garbage	User can login into the app using the login credentials	User can check the level of garbage in garbage bins	The GPS in the garbage bins helps to identify the location of filled garbage bins in the surroundings	Once the garbage were removed or filled it'll send the notification to the corporation workers	When the garbage was not removed for the long time, it will send the alert message to the corporation	Worker are sent immediately to the location of filled garbage bins, from where the alert message was received	Checking twice whether the garbage's are removed from their bins	The tour participant writes a review and gives the tour a star-rating out of 5.	The workers can see the data about the garbage bins in their user profile	It gives priority to the first alert message, it moves to the next alert message after the works completed for the first alert message.

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?

Sign in	Sign up		Routine checking of the garbage bins once logged in				It shows the level and location of the garbage bins		Customer E-mail	Feedback	Completed experiences section of the profile on the website or Android app	

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Get the level of the garbage's in the garbage bins	Get the location of the garbage bins	Remotely it can check the status of the garbage bins	User can go and spend time in other works	Help me to see what could be doing next	Help me see what I've done before

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Save time	Save the labor cost	Modern technology	Simple and easy to access	New user can use it easily	Remote access of the location	Remote access to check the level of the bins	New worker can easily locate the filled bins
	Increases Efficiency					

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

In some rural areas network connectivity is poor	Some people don't have much knowledge to use the application	Sensor nodes used in the garbage bin have limited memory size

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

Provide simple information about smart waste management	Precision identification of garbage bins and their locations