CUSTOMER JOURNEY

TITLE: REAL TIME RIVER WATER QUALITY MONITORING AND CONTROL SYSTEM

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SCENARIO	PREREQUISTE	PROJECT FLOW	WORKING	BENEFITS	OUTCOME
steps What does the person for (or group) typically experience?	Browsing app Most of the peoplle will come to know about the water quality managing app Visiting Website Feeling easy to access the webpage Surfing Details The custoer will get the details.	Knowing Information The customer gets the entire details about the app Accessing The customr will be able to access the water control monitoring Notification Oncee the water get polluted the customer get the notification.	An android application recommended will be used to reveal the sensor values examined via cloud and warnings will be provided to user if the value outstrips the threshold value.	Can diminish the contaminants present in water, which in turn cut off the threats caused due to usage of unclean water for daily life, assuring the acceptable facets of water.	The related authorities can take measures to boost the water quality which makes it more usable for human purpose.The water monitoring system with high frequency, high mobility, and low powered.
Interaction What interactions do they have at each step alone the way? People: Who do they see or talk to? Place: where are they? Things: what digital touch points or physical objects would they use?	customers At frst people come with some queries The people want control the water pollutant. The need a easy way to overcome the fire.	That we can suggest the customer to enroll the app Create a personal website for them Can setup the technical setup for the customer	If the acquired value is above the threshold value automated warning SMS alert will be sent to the agent.	Real-time monitoring of water quality by using IoT integrated Big Data Analytics will immensely help people to become conscious against using contaminated water as well as to stop polluting the water.	Due to the limitation of the budget, we only focus on measuring the quality of river water parameters. This project can be extended into an efficient water management system of a local area.
Goals & motivation At each step,what is a person's primary goal or motivation? ("Help me..."or "Help me avoid...")	The customer wants to prevent river water The customer wants to save the properties from river water	The customer install the water quality monitoring app The customer login with a ebsite to access.	The sensed data will be stored in the cloud or local storage will be implemented using the sensed parameters for the customer to predict the water quality .	The customer requiresa low cost system for real time water quality monitoring and controlling using IoT. By these sensors, water contaminants must be detected	The issue is that the traditional method, such as workers, needs to go to each tank or river to collect data and also labor-intensive, lack of real-time data and equipment costs is being resolved for the customer
Positive moments What steps does a typical person find enjoyable productive,fun, motivation, delightful or exciting?	The customers are happy to approach The customer feels good with the solution	The customer are active to setup the technical setup. The customers are enrolled with the app.	The proposed system collects the parameters of water pH, turbidity on the surface of water in real time basis with high speed from multiple different sensor nodes.	Real-time monitoring of water quality by using IoT will immensely help customer to become conscious against using contaminated water as well as to stop polluting the water.	Customer was satisfied by low-cost water quality monitoring system has been developed for large area of coverage. Its applicability was attributed to its long duration operation, flexibility, and reproducibility.
Negative moments What steps does a typical person find frustration, confusion,angering, costly,or time- consuming?	The customer is doubtful first The customer questioning him/ herself that they can alone manage it.	The customr need support at the same time afraid. The customers are not patient enough to completely set the technical setup	Mounted Sensors may get damage during natural disasters and often by aquatic animals.	The maintenance cost is also very high. This leads to higher cost on the regulatory body.	To test more parameters of the water quality for some applications, other sensors can be included in the system.
Areas of opportunity	Once the customer started to find the solution he should implement it without fail The customer should use the product without any hesitation	The imeplementatin should be done faster The onitoring sensor should be connected to the app	Customer can analyse data continually and instantly alert users to changes in the system, reducing the need for unreliable and expensive sampling.	Customer no need to compromise the water quality by the presence of infectious agents, toxic chemicals, and radiological hazards	The system has wide application and it is usable and affordable by all categories of users