



## Project Design Phase-II

### Customer Journey Map

Date	09 October 2022
Team ID	PNT2022TMD20020
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Project Name	Real Time River Water Quality Monitoring and Control System.
Maximum Marks	

<b>1 Phases</b> <i>High-level steps your user needs to accomplish from start to finish.</i>	Implement the sensor in water	Sense of water purity	If river water contains contaminated water	Provides a notification to the user mobile
<b>2 Steps</b> <i>Detailed actions your user has to perform</i>	To connect the sensor using arduino Using temperature sensor ,PH sensor,LCD display	To check the water purity Checking the level of percentage in water purity in river	Chemical wastage Death of river water animals	Automatically send notification to user mobile. Death of river water animals
<b>3 Feelings</b> <i>What your user might be thinking and feeling at the moment.</i>	<div>            Information on water quality            Diagrammatic historical reports         </div> <div>            Degrading water quality            Reduced water levels, water consumption patterns         </div>	maintenance checks Quick alerts	uninterrupted communication Reduced cost	measured solution
<b>4 Pain points</b> <i>Problems your user runs into.</i>	Dirty water causes water borne diseases by human It is destruction of whole ecosystem in river water	River water pollution is caused	Pollutes and affects the groundwater level and purity	Some items that may be present in waste water in such concentrations that they are toxic for plants
<b>5 Opportunities</b> <i>Potential improvements or enhancements in the experience</i>	Ensure the safety of human health and avoid the costs related to medical care	Provides the objective evidence necessary to make sound decisions on managing water quality today and in the future	To ensure that our waters can continue to support the many different ways	To ensure contact center touchpoints with customers are consistent with the brand promise.