Customer Journey Map

Date	31 OCTOBER2022
Team ID	PNT2022TMID19061
Project Name	Project - IOT Based Real-time River Water Quality Monitoring and Control System

Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

		Reason to buy this product	Analyzes various products	Chooses the most efficient product	Payment
Steps Detailed actions your user has to perform		Wants to choose an efficient device for maintaining water quality.	Other available meters are colorimeters, photometers and test strips	Colorimeters, photometers are more efficient compared to test strip	After meters are introduced the users feel safe and secure
Points Problems that user run into		After setup, the villagers need not worry much about the quality of water	Customer thinks after solution for their problem	After getting this the village won't get any unhealthy water issues.	They think the meter will be user friendly.
Opportunies Potential improvements or enforcements to the experience		The customer gets the better quality water.	The customer will be aware of other meter and devices.	The customer comes to know which meter and devices is best one.	The customer will be happy and satisfied.
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?		Customer thinks it will leads healthy life.	The user amuse by the various types of meters available.	Notifies the authorities with the detected levels.	Ensure the Qos
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?		Nervous incase of hardware failure.	Worry about troubleshooting	Product life durability	Nervous about security related issue.