Project Design Phase - I
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID25532
Project Name	Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Forest Exploration	Help the forest exploration	Predict whether ther is a fire or not / Prevent the forest fire on early stage	Security / Privacy
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Safe travel to forest / Prevention of forest fire or early detection wild fire	Alert the forest fire	Prediction accurated / Fire will be alert on early stage of forest fire	Manual Monitoring will be reduced / Prevent the forest trees burning and also animals
Touchpoint What part of the service do they interact with?	Local Person of forest / Forest officer	Exact location of forest fire	CCTV CAMERA	User Experience
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🧐	🤔	🙁	🥳
Backstage				
Opportunities What could we improve or introduce?	Increase/decrease	Increase/decrease	Increase/decrease	Increase/decrease