Customer Journey Мар

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Team ID	PNT2022TMID04876
Project Name	Project - IOT Based Real-time River Water Quality Monitoring and Control System
Maximum Marks	

Journey Steps Which step of the experience are you describing?		Discovery Why do they even start the journey? To know the quality of water to prevent disease and dead		Registration Why would they trust us? We provide accurate and correct measurement of water quality		Onboarding and First Use How can they feel successful? When any contamination in water bodies is reported immediately and saves life		Sharing Why would they invite others? To make others also aware of the quality of water in their locality.	
Local Authority	describings	prevent disease	and dead	measurement (of water quality	reported immedia	ately and saves life	quality of wate	er in their iocalit
Local Authority is a person who represent his/her locality people about the quality of the water, if the water is contaminated they protect the people from drinking it. What are their key goals and needs?	Actions What does the customer do? What information do they look for? What is their context?	They const the water knowing t quality of water	not the of	They access the application to know the quality of the water	They access the application from a remote location	They are warned immediately if the water is contaminated	Prevents spread of water disease and death of life.	When a locality water body is contaminated they are warned and prevented	So, they shar the application with other locality to get benefited
periodical accurate and remote access status about correct and covering the quality prediction of water water quality water bodies What do they struggle with most?	Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	All people should be healthy consuming good quality water	Consuming contaminated water may cause diseases and even death	Using this app they can know the water quality easily	Most of the people are not aware of presence of such app	Automatic sms alert is made if water is contaminated	Costly installation in a local water body	People share their experience of being benefited	not available for all remote water bodies
parameters hardware to determine sensors to the water measure quality water quality knowledge about usage of application	Opportunities What could we improve or introduce?	Spread awareness about importance of water quality		Easy and simple UI for all people to access		enhanced method of alert to all people		sharing the application through social media	
at tasks do they have?		-		-		**************************************		_	
collect make people prevent any formation aware about disastraous bout local the water event from tater bodies quality happening app to express more emotions Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions		6		6 6		e			9
51101151115.	Touchpoint What part of the service do	Real Water		Web User		SMS alert		E-mail	

Interface

they interact with?

