Project Design Phase-II Customer Journey map

|  |  |
| --- | --- |
| Team ID | PNT2022TMID06442 |
| Project Name | SMART WASTE MANAGEMENT-METROPOLITAN  CITIES |

CUSTOMER JOURNEY MAP

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **AWARNESS** | **INTERACT** | **ENGAGE** | **SUBMIT** |
| **OBJECTIVES** | How much wastage you have? | Identify the wastage ask to drop it | Maintaining the level and area of location | Statistics obtained to wastage department |
| **NEEDS** | Household bin to drop | Sharing of bin to department | Kind interaction with the worker | Satisfaction |
| **BARRIERS** | Weightage | Must provide the type of wastage dropping | Maintain distance while dropping | Convinced |