

CUSTOMER JOURNEY MAP

PNT2022TMID21273

PROJECT TITLE: SIGNS WITH SMART CONNECTIVITY FOR BETTER ROAD SAFETY

SCENARIO	ENTICE	ENTER	ENGAGE	EXIT	EXTEND
STEPS	Taking actions when the threshold is met and make the necessary adjustments.	Selecting an appropriate threshold in order to notify those who are travelling on road.	Other thresholds are available for various purposes.	When once the other thresholds are reached the road signs will block the further passage of vehicles on road.	Until the end users are correctly notified.
INTERACTION	The end users are satisfied with the kind of interaction.	The pedestrians and others those who travel on road need not worry about any kind of unfavourable conditions.	The application (i.e. the road signs) that displays the necessary warnings are always accessible.	Our users will not be concerned about their safety on roads after deploying this application.	The Government may in future deploy this application in many areas.
GOALS&MOTIVATION	Helps us as a team to understand about the seriousness of the problem.	Makes sure that the end users need not worry about their safety on road.	Had made us develop the application within a short span of time.	Had made us to make use of the cutting edge technology and introduce it to the world.	Helped us see what I've gained from the new technology.
POSITIVE MOMENTS	The functionalities that have been provided by us is exciting to see.	Excited to see what we have created.	In case of any technical errors it can be rectified in advance with all the technicalities available.	People will be happy about this application as their safety is not compromised at any cost.	The drivers, Passengers need not worry about their whereabouts ,safety on road.
NEGATIVE MOMENTS	This kind of lot technology may be a little difficult to get used to,	Trepidation about the new practice of dynamic traffic signals.	Sometimes these updates might take a little longer to reach than expected.	Sometimes customers might not feel satisfied about the output.	-
AREAS OF OPPURTUNITY	The users are benefitted by this dynamic alarm system, road signs and traffic signals.	The user is aware of the process taking place in the road.	Other safety means and the supporting applications will be made familiar to the users.	The users will have the knowledge to choose what's best for them.	The user's journey will be smooth without any form of interruptions.