












Customer experience journey map

Team ID	PNT2022TMID21058
Project Name	Smart Waste Management for Metropolitan Cities.

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>FRUSTRATIONS</div> <div>The waste collector getsfed up because of constantly checking the bins</div>	<div>Dilemma</div> <div>The employer grows uneasy due to the increase in expenses because of scouting</div>	<div>Confrontation</div> <div>After arrival at the location the collector has to deal with the spilled waste</div>	<div>Negligence</div> <div>Recklessness and unthoughtful actions and not dealing with situation</div>	<div>Outcome</div> <div>Undealt waste ultimately leads to contamination</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>People: Who do they see or talk to?</div><div>Places: Where are they?</div><div>Things: What digital touchpoints or physical objects would they use?</div></div>	<div>Surveillance</div> <div>continuous monitoring of the levels of bins by means of mobile application</div>	<div>Alerts</div> <div>gets timely upon the overflow of data</div>	<div>The route Optimization</div> <div>provides with best possible routes towards destination</div>	<div>Forecasting</div> <div>Provides an insight meansof database</div>	<div>Scheduling</div> <div>provides a routineor timely pickup</div>
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Reaching out tosomeone to take care of fills</div>	<div>Request assistance in timely pickup</div>	<div>Efforts to minimize the expenditure</div>		<div>Refreshing atmospheric conditions to public</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>It is easy to collect the waste</div>	<div>Time and fuel are saved</div>	<div>No need of continuous manual monitoring</div>	<div>Economically beneficial</div>	<div>Cleanliness of streets</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Inability to access</div>	<div>Lack of training to the personals</div>	<div>Temporary server down</div>	<div>Incompetence to use the technology</div>	<div>Startup cost</div>
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Stability Considerations</div>		<div>Compatibility</div>	<div>Incompetence to use the technology</div>	<div>Maintenance problem scenario</div>