Project Design Phase-2

Customer Journey

DATE	10 OCTOBER 2022
TEAM ID	PNT2022TMID17295
PROJECT	**IOT Based Smart Crop Protection System For Agriculture**
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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?	major finnancial losses,observe the crop safty	production environment and manage these ina economically and produce resource at the product	to connect the system with sensor on mobile / increase demand for food with minimum resource such water	to get conserving biodiversity and nutrients in the earth,lowerthe food costs
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	prevent crop damage from diseases and products from the diseases / escessive use of chemical fertilizers and	to have enough knowledge on handle the IoT based devices	farmer have to handle it regular checking	sharing there ideas to other farmer to improve our crop production and food quality and production
Touchpoint What part of the service do they interact with?	devices are connected through IoT system	mobile application / devices connected by sensors	buzzer sound / notification in mobile / tape the sensor	build farmer resilience to environmental shocks / plant many crops / minimum support prices for all crops
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😄	🤔	😇	🤠
Backstage				
Process ownership Who is in the lead on this?	horticulturists	horticulturists	statifying	horticulturists

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