Project Design Phase-2

Customer Journey

DATE	10 OCTOBER 2022
TEAM ID	PNT2022TMID17321
PROJECT	Emerging Methods FOR Early Detection of Forest Fires
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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?	keep tracking of climate change	environment and manage these economically and produce resource · collect the data image processing · records the fire range in detector	To connect the system with sensor on mobile · increase the forest resource and manage · we can track the location where forest is fire	to get conserving biodiversity, and loss the plants · prevent the area from the fire · The device also used to prevent the fire accident
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	we want to collect the data · To avoid risk for animals	To have enough knowledge on handle the devices · always aware to be in good condition · detection of fire pattern	Group or organization handle it regular checking · Set the range of sensor detect the fire · To detect the fire from the forest	Sharing the ideas to other maintain the forest and detect the fires · Task of sharing improve efficiency of device · Detect the device will be available for all forest officer
Touchpoint What part of the service do they interact with?	Detecting forest fires connected the system	mobile application · device connected by sensors · Message send to the mobile	buzzer sound · notification in mobile · tape the sensor · monitor the drone	to build forest environment · plant to save · minimum support to give protect
Customer Feeling What is the customer feeling? *Tip: Use the emoji app to express more emotions*	🥸	🤔	🙁	🥹
Backstage				
Opportunities What could we improve or introduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
Process ownership Who is in the lead on this?	Monitoring and transmission in live video	conversion of video into frames	Satisfying for this process	loop the process cause of fire

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