Project Design Phase-II

Customer/user journey map

Date	11 October 2022
Team ID	PNT2022TMID00982
Project Name	Project – Signs with smart connectivity for better road safety.
Maximum Marks	4 Marks

ourney 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 Eustomer do? What Information do they look for? What is their context?	For the hetter safety for the wester or the terms of the terms of the read of the terms of the read of the terms	As per the recent reports the rate of service by service by service by service by service security	By reducing the Perfect interface for determining the for determining the social ray every treffic in the calender year locality.	To reduce traffic and accidents and accidents and the same of the
Needs and Pains What does the customer want o achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	To exist accidents, count of the country of the cou	Executed hardelps, learning south as health centers, hospitals, hotels etc.	The efficials who error maintaining the interface are providing faster earries in case of energy energy	The government afficials have to definite have to the control of t
Fouchpoint What part of the service do hey interact with?	They interest with the government efficiency were and efficiency and who are in charge for the vestion of the control of the c	Web Appl used Interface	Smert sign boards Transpectative Salester	Marketing Asserted to be Streetgies - provided by the Advertisements officials
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	(9)	©	•	•
ackstage				
Opportunities What could we improve or ntroduce?	By improving the matrics of quality and quantity of sheady existing read signs in an amert and digital manner using 107	horrease a leading matrix by Improving easy understandability and find new methods for promotion among the users	Decrease the faults in the user interface which can improve the functionability	locease the number of examines programs conducted by the efficies, premote it through various mass medias
Process ownership Who is in the lead on this?	Government and a second of the	Government officials and stars	Weather chargers program of the chargers of th	Users who are connected through social secial secia