












Project Design Phase-II

Customer Journey Map

Team Size	4
Team ID	PNT2022TMID45404
Project Name	Emerging Methods For Early Detection Of Forest Fires
Team Lead	Joshua.S

Emerging Methods for Early Detection of Forest Fires	 Entice How does someone initially become aware of this process?	 Enter What do people experience as they begin the process?	 Engage In the core moments in the process, what happens?	 Exit What do people typically experience as the process finishes?	 Extend What happens after the experience is over?
 Steps What does the person (or group) typically experience?	<div>Finding Solution</div> <div>Acknowledging from other countries</div>	<div>Confusion</div> <div>A little confusion about the working of the process</div>	<div>Getting used to it</div> <div>Feels comfortable and convenient</div>	<div>Understand the importance of this method</div> <div>Feeling happier for choosing this software</div>	<div>Ready to implement in all areas</div>
 Interactions What interactions do they have at each step along the way? ■ People: Who do they see or talk to? ■ Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use?	<div>Talk to their colleagues about latest techniques</div> <div>Hover around different websites</div> <div>Looking at other countries' techniques</div>	<div>Sharing knowledge around colleagues</div> <div>Getting knowledge about software</div>	<div>Customizing the settings</div> <div>Learning to use it efficiently</div>	<div>Proficient in using the software</div>	<div>Recommend this to other stations</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>To preserve forest and wild lives</div> <div>To reduce information sharing time</div>	<div>To get used to it</div> <div>To learn quickly</div>	<div>To master using this software</div> <div>To learn how to improve</div>	<div>To verify the accuracy of the software</div>	<div>To be able to make improvements</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Work can be done efficiently</div> <div>Can save forest and wild lives</div>	<div>Good and friendly UI</div>	<div>Mostly accurate</div> <div>Reduce reaction time</div>	<div>Saving nature and lives</div>	<div>Worth to suggest for others</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Knowing it is not 100% accurate</div>	<div>Feeling difficult to get familiar</div> <div>Getting used to the software</div>	<div>Will be vague in cloudy weather conditions</div>	<div>Should close the software properly. May take some time</div>	<div>Concerned about the reliability of the software</div>
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>Should give clear explanation about the software</div>	<div>Adding procedural details in the website</div>	<div>To make the UI better</div>	<div>Feedback can be obtained</div>	<div>Should improve the reliability</div>