

Project Design Phase-II Customer Journey Map

Date	18 October 2022
Team ID	PNT2022TMID11787
Project Name	Project – Signs With Smart Connectivity For Better Road Safety
Maximum Marks	4 Marks

Template:

Smart Connectivity For Better Road Safety

<p>Scenario Signs With Smart Connectivity For Better Road Safety</p>	<p>Entrice How does someone intend to become aware of this process?</p>	<p>Enter What do people expect as they begin the process?</p>	<p>Engage In the core experience, in the moments, what happens?</p>	<p>Exit What do people typically experience as the process finishes?</p>	<p>Extend What happens after the experience is over?</p>
<p>Steps What do you personally expect to personally experience?</p> <div> <div> <p>Change location</p> <p>There is a sign that is changing location.</p> </div> <div> <p>How and navigation</p> <p>There is a sign that is changing location.</p> </div> <div> <p>Availability of road signs</p> <p>There is a sign that is changing location.</p> </div> </div>	<p>WTC tags</p> <p>There is a sign that is changing location.</p>	<p>How and navigation</p> <p>There is a sign that is changing location.</p>	<p>Road safety situation</p> <p>There is a sign that is changing location.</p>	<p>How and navigation</p> <p>There is a sign that is changing location.</p>	<p>How and navigation</p> <p>There is a sign that is changing location.</p>
<p>Interactions What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> People: Who do they see or talk to? Places: Where are they? Things: What digital or physical objects would they use? 	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>
<p>Goals & motivations At each step, what is a person's primary goal or motivation? (It may be "I want to see..." or "I want to avoid...")</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>
<p>Positive moments What does a typical person find enjoyable, productive, fun, motivating, surprising, or exciting?</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>
<p>Negative moments What does a typical person find frustrating, confusing, upsetting, costly, or time consuming?</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>
<p>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>	<p>There is a sign that is changing location.</p>