Project Design Phase-II
Customer journey map

Date	15 October 2022
Team ID	PNT2022TMID28445
Project Name	Emerging methods for early detection of forest fire
Maximum Marks	4 Marks

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 — What do people typically experience as the process finishes?
Actions — What does the customer do? What information do they look for? What is their context?	Keep tracking of climate changes. / Detection of forest fire.	They can continuously monitor the forest. / Collect data and image processing. / Register previous records of fire range in detector.	We can track the accurate location where forest is in fire. / Forest surveillance video cameras can be used to monitor the forest areas so that we can prevent the people and wild lives.	This product can be only used by corporation or government to monitor forests. / Prevent the area from spreading of fire.
Needs and Pains — What does the customer want to achieve or avoid? Tip:Reduce ambiguity, eg by using the first person narrator.	To avoid the forest fire. / To decrease the disaster caused by forest fire. / We want to collect the data. / To avoid risk for animals.	Detection of fire pattern. / If there happens any suspicious activity, with the help of this system people can get the information earlier and it also alert the forest fire department.	Corporation / Government/ Forest Fire department have to monitor the system regularly. / Set the limits of sensor range to detect disaster.	If they have more contacts, they can share the experience to them. / It is a wireless device, so it is compatible / It will also detect volcanic eruption.
Touchpoint — What part of the services do they interact with?	They can interact with the forest fire department.	System	Vedio Demos / Speakers	Social Media / Sponsership
CustomerFeeling — What is the customer feeling? Tip:Use the emoji app to express more emotions	😬	😕	😣	😊
Opportunities — What could we improve or introduce?	Fire removes low Growing underbrush Cleans the forest floor of debris .	Opens it up to sunlight Nourishes the soil	Fire frequencies determine the over storey of coniferous composition / Besides developing a natural space among the stands .	It plays a role in recycling nutrients from the ground layer vegetation and litter to the over storey trees. / Thereby counteracting the infertile substrates and arrested decay
Process Ownership — Who is in the lead on this?	CORPORATION (OR) GOVERNMENT	GOVERNMENT	FOREST FIRE DEPARTMENT	GOVERNMENT