Customer journey map-Real-time River water Quality Monitoring And Control Systems



Team ID: PNT2022TMID29879

scaraco Browding, booking, attending, and rating a tocal citytour	Entice How does someone Instally become awar e of this process?	Enter What do people exportance as they begin the praces?	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?	Energy efficient product updating of data continuosly	indicator	Excited	Sastification	Disappoinment
In terractions What interractions dother have at each step along the way? Repoble: Who do they so or talk to? Blaces: Where are they? Things: What dig italtouchpoints or physic all do just would they use?	Assurance Certificate	Material quality and different brand	Cost effective product	Water quality monitoring ability	Easier usage model and working condition
Goals & motivations At each step, what is a person's primary goal or medivation? ("Hilp me"or "Hilp me avoid")	Algae bloom control	To monitor the PH leval	turbidity leval monitor	Clean drnking water	non-acidic water
Positive moments What steps does a typical person find nipyoble, productive, fun, motivating, delightful, or exciting?	Less maintanence product	Cost effective product	Pollution free water stream	Remotely control IOT values	Safe drinking water
Negative moments What steps does a typical person find frustrating, contoling, angering, costly, or time-cosuming?	Increasing of turbidity	Industrial chemical waste deposit near water	Upstream and downstream of water	Seasonal changes	Fertilizer sedimentation in near by water bodies
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	App developing for ph, turbidity of river water	UI web application for water monitoring	Ultrasonic radiation for algae control	nephelometer for turbidity measurement	ardunio and sensor based parameter monitoring