

Project Design Phase 2

Customer Journey Map

Date	10 November 2022
Team ID	PNT2022TMID46219
Project Name	Project – Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence
Maximum Marks	4 Marks

Customer Journey Map for “Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence”:

Template

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with

Product School

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Need some inspiration?
See a finished version of this template to kickstart your work.

[Open example](#)

Document an existing experience

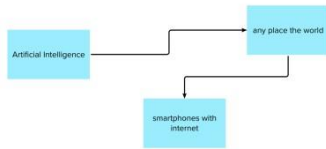
Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

<p>SCENARIO</p> <p>Natural Disasters Intensity and Classification</p>	<p>Entice</p> <p>How does someone initially become aware of this process?</p>	<p>upload photo</p> <p>Enter</p> <p>What do people experience as they begin the process?</p>
<p>Steps</p> <p>What does the person (or group) typically experience?</p>	<p>Find the Natural Disasters occurred</p> <p>Intend to research about the disaster</p> <p>Evaluate damage and track locations, shelter</p> <p>Learn about approaching disaster</p> <p>Evaluate if completed and how the resource</p>	<p>Analysis</p> <p>using the artificial intelligence software</p> <p>Classification</p> <p>Classifying the major damage (disaster)</p> <p>Using the Software</p> <p>to user and it, learn into the user this to support photo</p>
<p>Interactions</p> <p>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 touchpoints or physical objects would they use? 	<p>Artificial Intelligence</p> <p>any place the world</p> <p>interactions with internet</p>	<p>Artificial Intelligence</p> <p>any place the world</p> <p>interactions with internet</p>
<p>Goals & motivations</p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>I need to explore the nature</p> <p>Self motivation by exploring new things and seeing new worlds</p>	<p>I need to gather information about the scenario</p> <p>I want to gather the accurate information</p> <p>I want to collect the right photo</p>
<p>Positive moments</p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>The user excites by seeing the new species</p> <p>User happy by taking a good photo of that species</p> <p>Curiosity leads for the information</p>	<p>Motivated when they can receive a specific tool to address the issue</p> <p>Uploads the image with accuracy</p>
<p>Negative moments</p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Gets frustrated if not the image is that picture</p> <p>Gets frustrated that the account that a new species</p>	<p>If the application is too slow, the user gets frustrated</p> <p>The user gets angry if the application doesn't take the pictures the fastest</p>
<p>Areas of opportunity</p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Consider using the application on the spot</p> <p>to be able better pictures of the species</p>	<p>Speed mode should be available so that user can save additional explanation</p> <p>the application should be available offline</p> <p>the application should support most of the file format</p>



Engage

In the core moments in the process, what happens?



I need to verify the accuracy to the information provided by the app

Aim to gather additional information

Gets excited by seeing the results on the application

if the information was accurate, the user is motivated

continues to search about the species with eagerness

the identified species leads to confusing information

the application shows the incorrect information

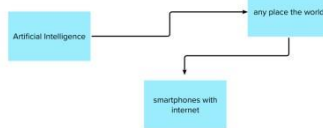
proper information should be given while training the model

more data could be added for each species



Exit

What do people typically experience as the process finishes?



Let me share this and give awareness about the application to my community

Review the application with what I experience

The user excited by seeing the new species

Gets happy by taking a good snap of that species

searches for the information with curiosity

Regrets using the application

Doesn't want to recommend to share this application to others

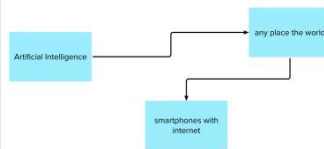
referral feature can be added

rating of the application must be showcased inside the app



Extend

What happens after the experience is over?



I should share some suggestions that makes the application more useful

the user is unhappy by the results of the application

feedback / suggestion should be collected inside the application