Project Design Phase-II

Customer Journey Map

Date	14 th October 2022
Team ID	PNT2022TMID29148
Project Name	Project - Real time River water quality monitoring and control system

		you are coop menting.				
Browsing, booking, attending, and rating a local city tour	Discovery - ow does sarecond initially betarron sweet of this process?	Registration What do people experience as they begin the process?	On boarding and first use in the core moments in the process, what happener?	sharing What do people typically experience as the process finishes?	Outcome What happens after the experience is over?	
Steps What coes the person (or group) typically experience?	Quality of the water is important for everyone.	Water quality management system will ensure the quality for drinking water for daily use and other domestic uses	Customer chases and install the system	Can share feedback and quality of service	Get the quality of water	
Touchpoint When inconditions do they have at each step along the way? * People: Who do they see or talk to? * Places: Where are they? * Things: What a graticoun points or physical objects would they use?	Landing pages Blogs	Live chat	Demo Product	Mobile app/E-mail	Suitable contol activity carried out based on the quality of the water	
Customer Feeling At each step, what is a person's orimathy goal or motivation? ("Help the" or "Help the avoid")	Satisfied	Simple access	Easy collabaration	Efficient way to connect/share with people	Accurate result is obtain	
Positive moments What steps does a typical person find en avable, productive fun, not vating, delignts, or excling?	App will be available in playstore.	Ensure ultimate accuracy	Self-monitoring and quick response	Fully automated	Environmentaly safe	
Negative moments What steps dues a lypical person find frustrating, confusing, angering, coally, or fare-consuming?	Smart phone is mandatory for installation	Requires good internet connectivity	Fault identificataion is somewhat difficult for farmers and general public	Customer care / helpline is mandatory	Lack of knowledge about the technology	
Opportunity How might we make each step sector? What have others suggestee?	Improves profit for farmers and general public will be free from water borne diseases	Improves self- monitoring, ensuing safety	High acccuracy and efficiency	Reduce manpower	Simple access	