Project Design Phase-II

Customer Journey Map

Team ID	PNT2022TMID42321
Project Name	Emerging Methods for Early Detection of Forest Fires

SCENARIO

Detecting the Forest fire early and alerting the customer.

Entice
How does someone initially become aware of this process?

Enter
What do people experience as they begin the process?

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?

- Detection of fire in forest
- Understanding the importance of forest
- Knowing about the effects of forest fire
- Browse about reasons and prevention methods
- Going through a forest for camping
- Effects of forest fire
- Take important actions regarding issue
- Learning the issues of forest fire
- Register previous records of fire
- Start preparation for effect
- Take steps regarding fire spread
- Alerting the fire department
- Continuously monitorthe forest
- Get and prepare the dataset
- Do image processing
- Classify images using a Convolution Neural Network
- read images using OpenCV
- Convolution Neural Networks for Computer vision AI Problems
- Prompt for review of application
- Writing & submitting review
- Alerting messages have been send
- Data sets have been used
- Precaution activities have been taken
- Forest will be saved from fire
- Personalized use of the dataset
- Wild animal extinction have been prevented
- Record is added to the database
- Need for forest will be understood

Interactions
What interactions do they have at each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

- User interface of Ios or android application
- Climate change section of application
- Prevention measures section of application
- Emergency situation section of application
- Temperature monitoring section of application
- Customer's Email (Like outlook or Gmail)
- Climate monitor and measures
- Temperature comparison between days
- Sudden change in the climate and temperature
- Fire is detected using camera
- Model will analyze the video for fire
- Alarm will turn on if fire detected
- Fire department will be alerted
- The forest will be saved
- Customers won't be affected
- Animals and plants will be saved
- Economy won't be affected
- Complete experience of user section
- Customer's email section
- Users interaction with the application
- The access to the video clip

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

- To protect the environment
- Need for forest
- Effects of forest fire
- Global warming
- Alert the people if fire detected
- Spread the need for forest
- Capture the image of fire
- Analyze the video clip for fire
- Check for fire in video
- Test the datasets and clips
- To detect the fire in forest
- Alert the fire department
- Lives of customers saved
- The change in economy
- Extinction of wild animals prevented
- Saving the lives of people and animal
- Analyzing the cause of fire
- Prevent the spreading of fire

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

- Decrease the disaster of fire
- Avoid the risk for animals
- Save environment
- Avoid forest fire
- Detection of fire pattern
- Putting the fire out
- Saving the future
- Can use cameras for images
- Video recorder can be used
- All the time the video will be recorded
- People like to know their achievements
- This will help in economy
- Politics will be changed
- The world will be a better place
- Environment will be saved
- Lives will be saved

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

- The equipment will be costly
- Project may be time consuming
- Effects of fire will be devastating
- Fear of failure to the application
- People are afraid of fire
- The effect of fire will be drastic
- The animals will be killed
- Need constant electricity
- Affects the tribal people
- Global warming
- People want to leave the forest area
- Extinction of plants
- Fire will spread drastically
- Control of fire is difficult
- Economy will be weaker
- Loss of lives is greater
- Time consuming
- Problem with the database and server
- Hard user interface understanding
- Customer cannot understand the application

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

- Monitor climate often
- Make it easier to compare temperature change
- Provide simple summary
- Avoid the information overload
- Show reviews and highlights
- Verify the user for registeration
- Enable security of application
- How to make sure the application is bug free?
- Make the alert can be offline
- Train the model quickly
- How to eliminate the risks?
- Improve the model
- How to train the model easily?
- Better usage of CNN model
- Collect best datasets
- Improve model for better perfomence
- Help people with the application
- Apply changes according to review
- Add feedback changes for customers
- Make the process easier for customers