

## 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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## Project Design Phase-II Customer Journey Map

**SCENARIO** 

Tracking real time data

and using smart bins

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Team ID: PNT2022TMID15126
Project Name: Smart Waste Management for Metropolitan Cities
Maximum Marks: 4 Marks

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