Project Design Phase-2

Customer Journey Map

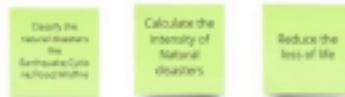| Date	14 October 2022
Team ID	**PNT2022TMID19959**
Project Name	Project – Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence
Maximum Marks	4 Marks

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

Step-1: Goals and needs

🦄 Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

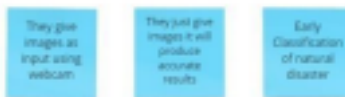## What are their key goals and needs?

Classify the natural disasters like Earthquake,Cyclone,Flood,Wildfire	Calculate the intensity of Natural disasters	Reduce the loss of life

What do they struggle with most?

Natural disasters not only disturb the human ecological system but also disturbs the properties and initial infrastructure	Detection of natural disasters will have issues due to the complex and unbalanced structures of images	Enormous data is needed for classification

What tasks do they have?

They give images as input using webcam	They just give images it will produce accurate results	Early Classification of natural disaster

Step 2: Journey Steps

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Customer look for the name of the disaster	Connect with the govts amount / Emergency / Take photo	prepared ness / Stay in a safe area or a shelter / Provide safety shots / Stay connected and updated	Sharing alertness among the people / Sharing the disaster precautions taking on social media / Giving steps to reduce them during disaster
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Unwanted Advertisement / Popup messages	Irrelevant informations / Multiple verification steps / Popup information	Try not to be panic / Always keep emergency kits / Plan for previous disaster / proper awareness programs should be conducted	Sharing necessary things to the people who have affected / Sharing the effect of events disaster through social media / Sharing disaster effect through phone calls or news contributions
Touchpoint What part of the service do they interact with?	Press/Media social media Advertisement Flyers Telemarketing	Email / Advertisement / google contribution	Always keep first aid / Store in local offices / Be mindful of different levels of disaster / Work on evacuation plan	sharing different perspectives of disaster / sharing food shelter to the people / proper advertisement and sharing the proper during disaster
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	🥷	🤔	🙁	🗾
Backstage				
Opportunities What could we improve or introduce?	A website can be created which identifies	The website can be made secure and more accurate so that it will	The customers can give a image as input and the type of natural	The website can be made available to everyone who need to
Process ownership Who is in the lead on this?	Were website is created it will be in charge of state	You water govts is in lead of the website.	You water govts is in lead of the website	You water govts is in lead of the website

Step 3: Journey Outcomes

What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

Customers can easily identify the type of natural disaster.	Easy to identify the natural disaster when disaster image given as input.	Intensity identification when given a disaster image as input.

What can they finally avoid doing?

No need for the continuous searching for the type of disaster.	No need to worry about the intensity calculation of that disaster.	They may not worry about image quality. Produce accurate result.

What changed in my environment?

Earlier identification of natural disaster and intensity analysis.	Due to the product, there is a reduction of risk due to disaster.	The loss of lives and ecosystem are prevented due to easier identification