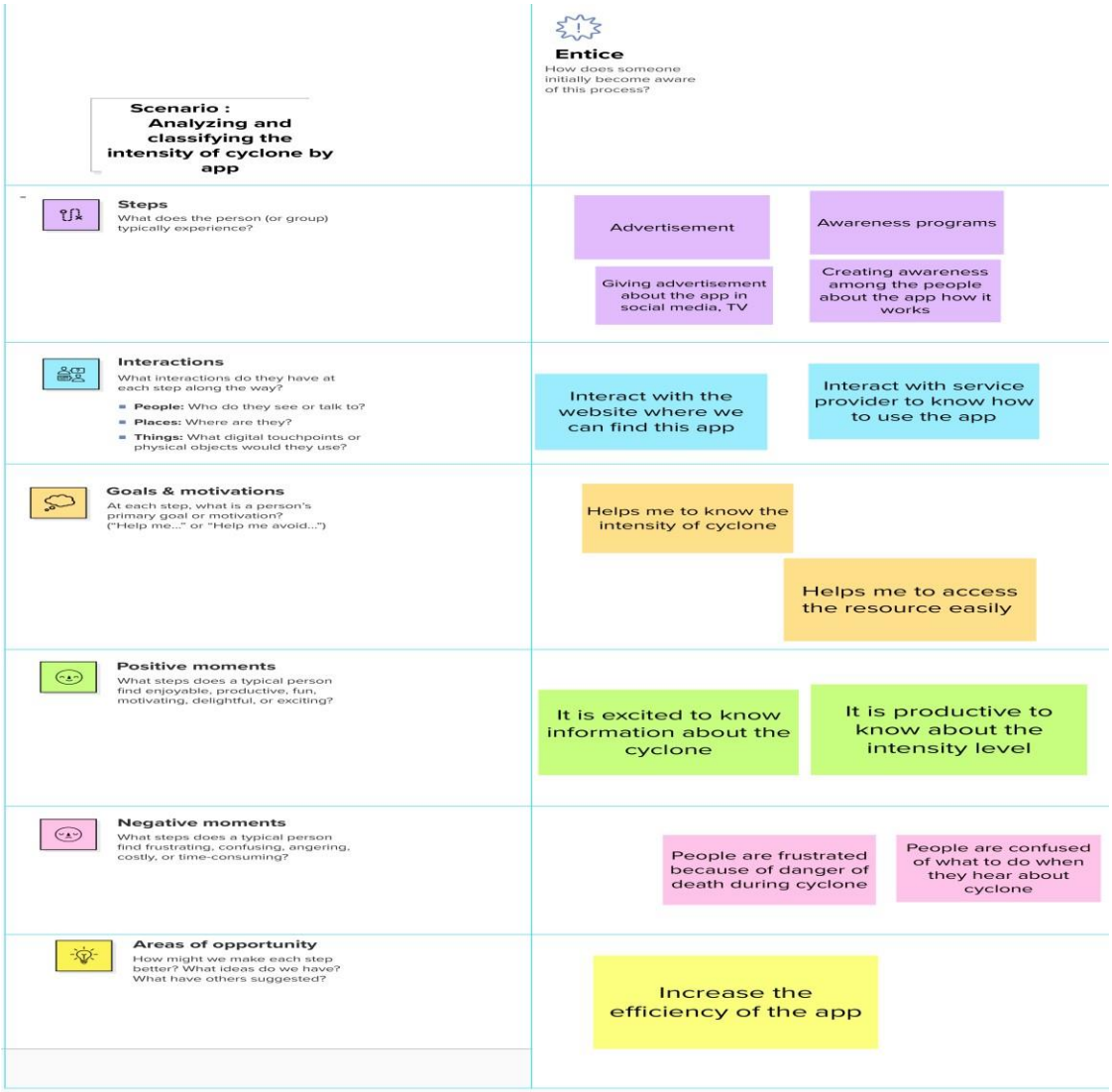
Project Design Phase-II
CUSTOMER JOURNEY MAP

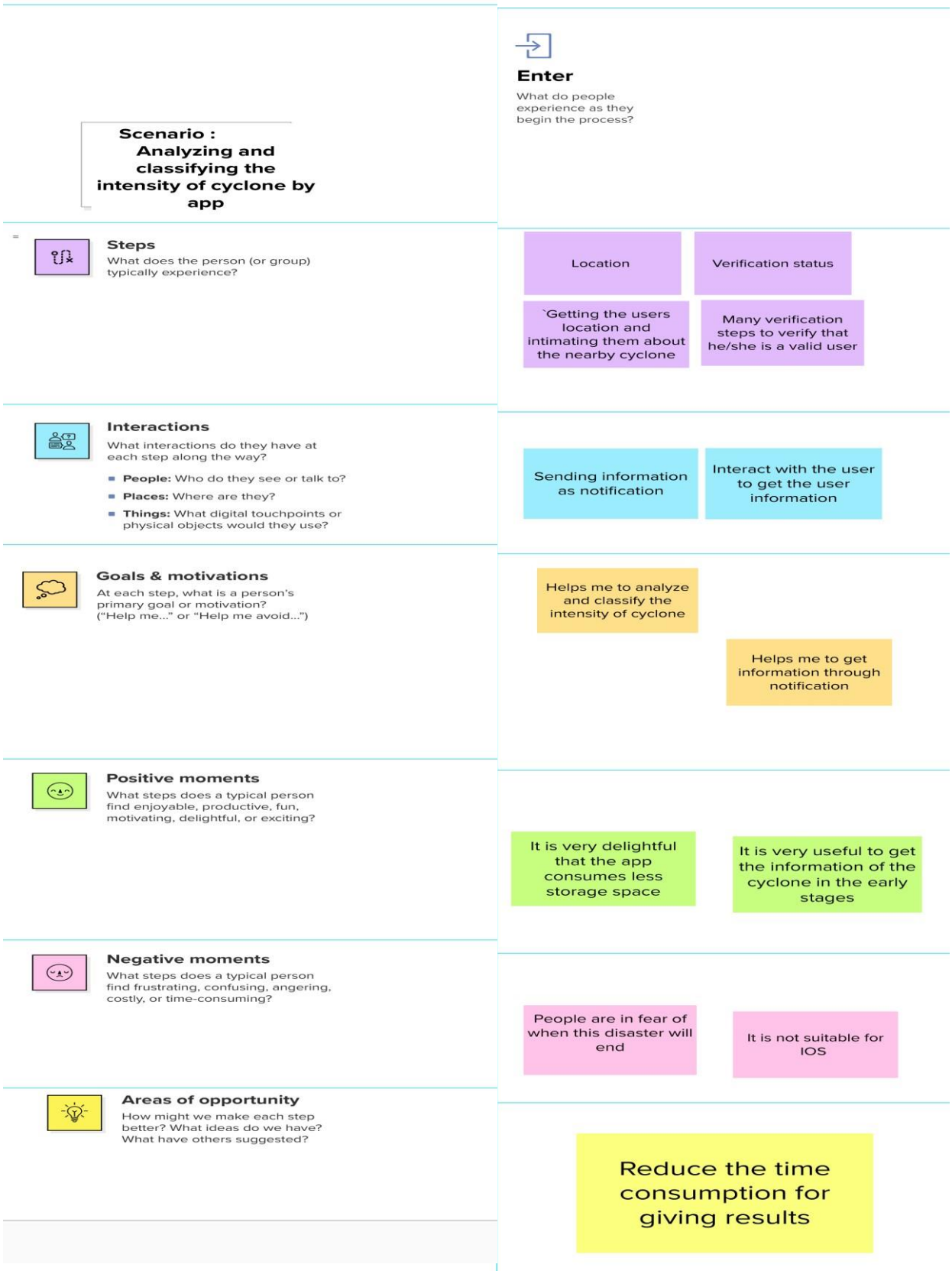
Date	23 November 2022
Team ID	PNT2022TMID49008
Project Name	Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence
Maximum Marks	4 Marks

CUSTOMER JOURNEY MAP

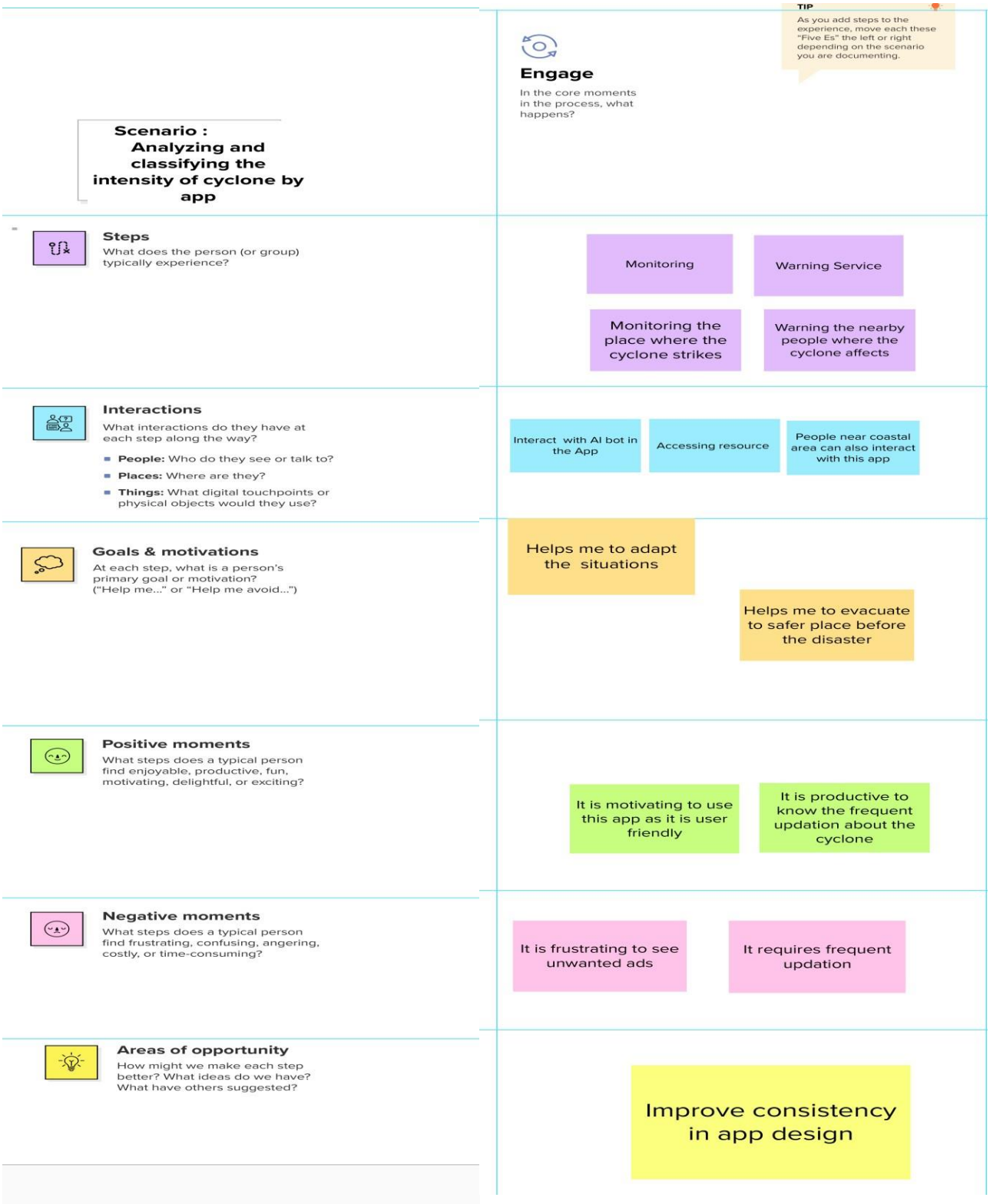
STEP 1: **ENTICE**



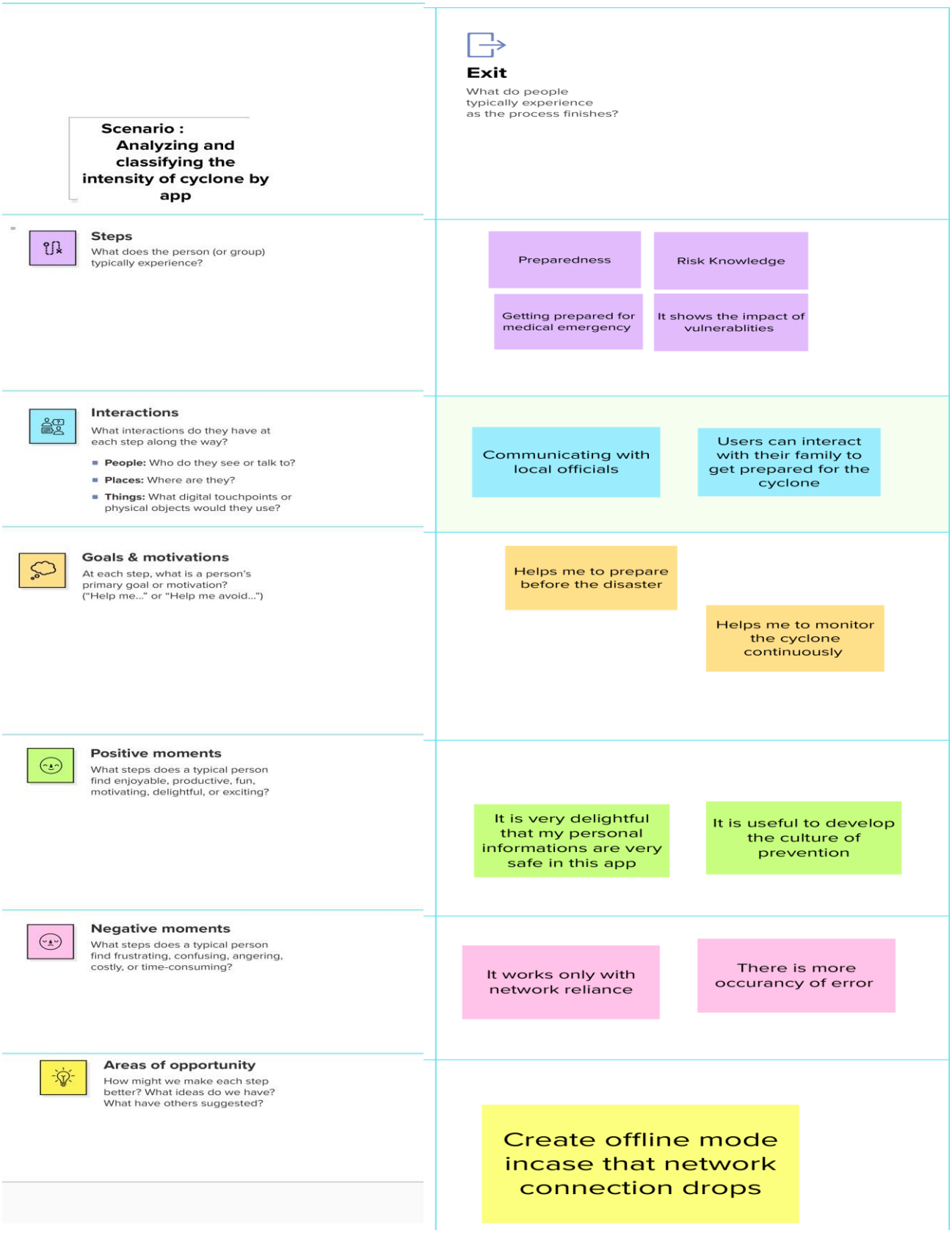
STEP 2 : **ENTER**


Enter
What do people experience as they begin the process?
Scenario : Analyzing and classifying the intensity of cyclone by app
Steps
What does the person (or group) typically experience?
Location
Verification status
`Getting the users location and intimating them about the nearby cyclone
Many verification steps to verify that he/she is a valid user
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?
Sending information as notification
Interact with the user to get the user information
Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")
Helps me to analyze and classify the intensity of cyclone
Helps me to get information through notification
Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?
It is very delightful that the app consumes less storage space
It is very useful to get the information of the cyclone in the early stages
Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?
People are in fear of when this disaster will end
It is not suitable for IOS
Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?
Reduce the time consumption for giving results

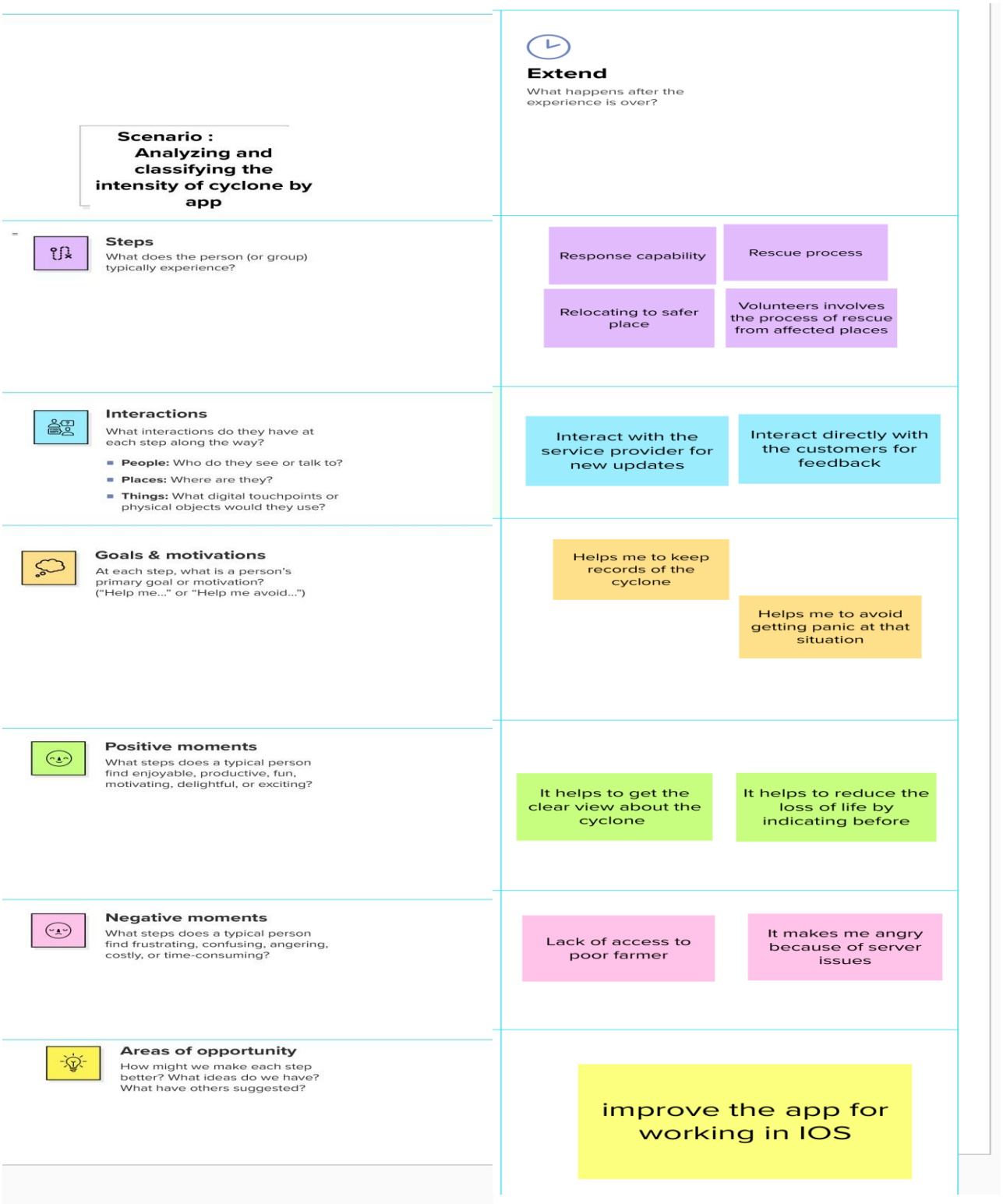
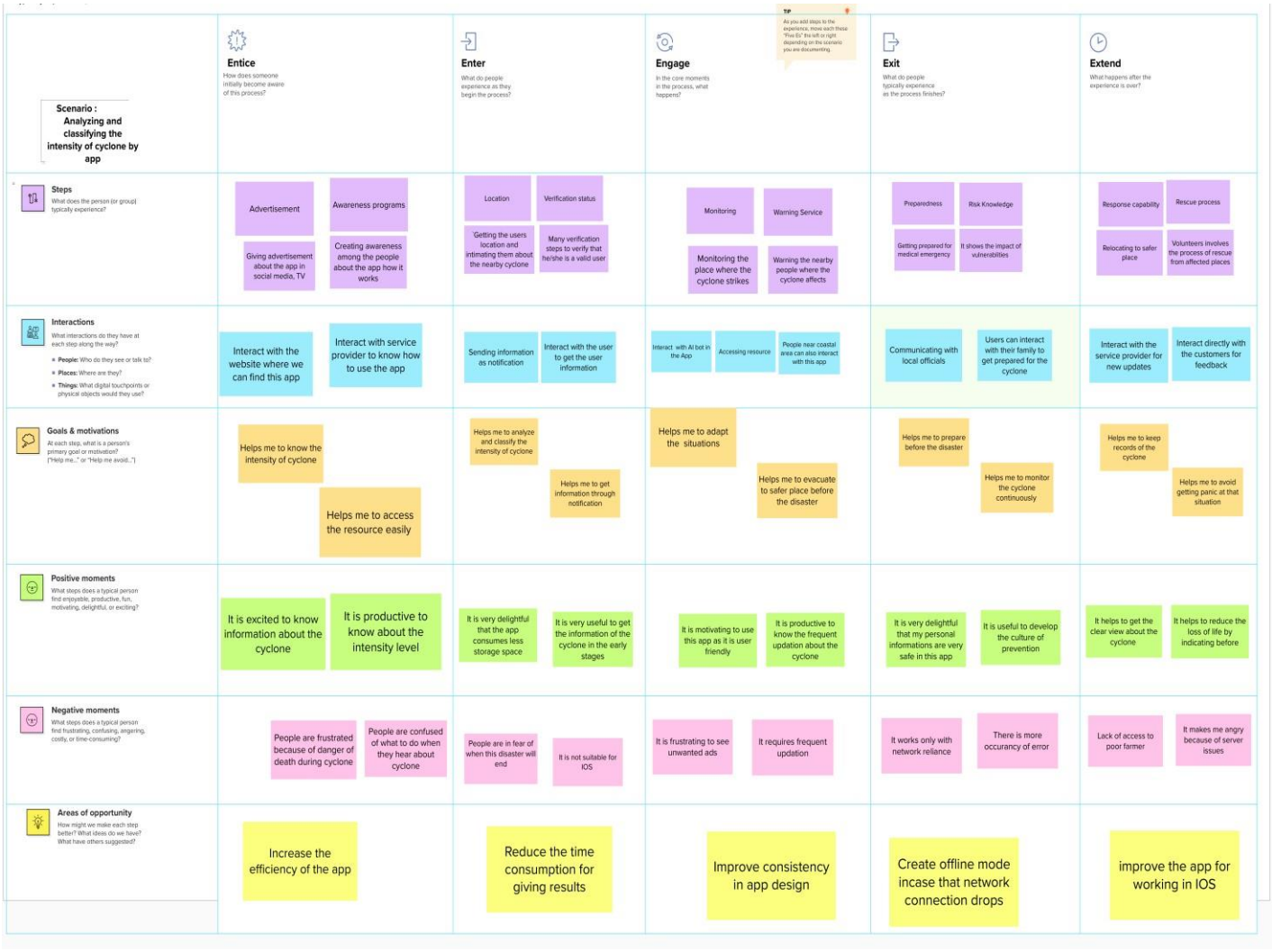
STEP 3 : **ENGAGE**



STEP 4 : **EXIT**


Exit
What do people typically experience as the process finishes?
Scenario : Analyzing and classifying the intensity of cyclone by app
Steps
What does the person (or group) typically experience?
Preparedness
Risk Knowledge
Getting prepared for medical emergency
It shows the impact of vulnerablities
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?
Communicating with local officials
Users can interact with their family to get prepared for the cyclone
Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")
Helps me to prepare before the disaster
Helps me to monitor the cyclone continuously
Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?
It is very delightful that my personal informations are very safe in this app
It is useful to develop the culture of prevention
Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?
It works only with network reliance
There is more occurancy of error
Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?
Create offline mode incase that network connection drops

STEP 5 : **EXTEND**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