

Project Design Phase-II

Customer journey map

Date	08 October 2022
Team ID	PNT2022TMID17409
Project Name	Emerging methods for early detection of forest fire
Maximum Marks	4 Marks

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?	Keep tracking of climatic changes	Collect data and image processing Register previous records of fire range in detector Forest fire are monitored by use of the smart embedded sensors in a forest landscape	We can track the accurate location where forest is in fire GPS is connected and we can know the accurate location of fire A number of smart trees are interconnected using an edge router using 4G LTE network and 5G network for control Shape of the satellite images to observe, detect, and report fire events	Prevents the area from spreading of fire The device is also used in households to prevent fire accident If high temperature tolerance is improved.
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	We want to collect the data To avoid risk for animals	Early warning and immediate response to a fire event are critical in avoiding great environmental damage Always aware of Detector to be in good condition Detection of fire pattern	Using deep learning algorithm and conventional neural networks Implementation of the wireless sensor networks to observe the fire events exist in all areas Smart system monitor the forest area and generate the alert message and report to the manager and engineer Set the limits of sensor range to detect disaster.	Detectors results can be shared with firefighter It will also used to detect volcanic eruptions Its a wireless device so its compatible
Touchpoint What part of the service do they interact with?	Detecting forest fire with high accuracy using sensors in challenging environment	The device from the forest fire department is used for monitoring and detecting forest fire and its location Forest firefighters use the device to monitor and detect forest fire and its location Temperature sensor (humidity sensor) are installed.	While getting alert notification we can prevent forest fire Alert system would be able to save property infrastructure, wildlife habitat and ecosystem Camera mounted are used to generate fire flames, infrared and visual pictures It is used frequent times on large scales cause air pollution/water in biodiversity.	Task of sharing is to improve efficiency of the device Detecting device will be available for all the forest officers Forest officers provide safety of the plants and animals.
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😨	😟	😞	😄
Backstage				
Opportunities What could we improve or introduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
Process ownership Who is in the lead on this?	Constant monitoring and transmission of live video.	Conversion of video into frames.	Smart system would be able to send properly captured images, generate alerts, monitor and respond	Local the process in case of no fire.