

Customer Journey Map

Date	27 October 2022
Team ID	PNT2022TMID23838
Project Name	Project - IOT Based Real-time River Water Quality Monitoring and Control System
Maximum Marks	2 marks

Local Authority

Local Authority is a person who represent his/her locality people about the quality of the water, if the water is contaminated they protect the people from drinking it.

What are their key goals and needs?

- periodical status about the quality of water
- accurate and correct prediction of water quality
- remote access and covering all locality water bodies

What do they struggle with most?

- parameters to determine the water quality
- hardware sensors to measure water quality
- knowledge about usage of application

What tasks do they have?

- collect information about local water bodies
- make people aware about the water quality
- prevent any disastrous event from happening



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?

- Access the application from remote locations
- Check the quality of water with single click
- Receive SMS alert message if water is contaminated

What can they finally avoid doing?

- Prevent water diseases and death of life
- Avoid consuming contaminated water
- Accessed remotely which avoids travel to specific places

What changed in my environment?

- Mode of access by people (UI)
- Using of high quality sensors
- Automatic SMS alerts generated