

Project Design Phase - II

Customer Journey Map







































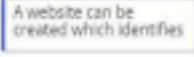
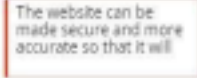

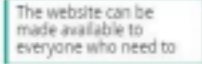




Date	31 October 2022
Team ID	PNT2022TMID10120
Project Name	Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence
Maximum Marks	4 Marks

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

Step-1: Goals and needs



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?		  	   	  
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrative.	 	  	   	  
Touchpoints What part of the service do they interact with?		  	   	  
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions				
Background				
Opportunities What could we improve or introduce?				
Process ownership Who is in the lead on this?				

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 earlier identification.