

# CUSTOMER JOURNEY

<b>Name</b>	20 October 2022
<b>Team ID</b>	PNT2022TMID07804
<b>Project Name</b>	IoT Based Smart Crop Protection System For Agriculture

<b>Journey Steps</b> <small>which step of the experience are you describing?</small>	<b>DISCOVERY</b> Why do they even start the journey?	<b>Registration</b> why would they trust us?	<b>sharing</b> why would they invite others?	<b>Onboarding and First use</b> How can they feel successful?
<b>Actions</b> <small>what does the customers do? what information do they look for?</small>	the customer can detect the protection in field land major financial losses observe the crop safety	the field land monitored and managed the field in 24/7	To get conserving biodiversity and nutrients in the earth	Improve Productivity and high quality crops
<b>Touchpoint</b> <small>What part of the service do they interact with?</small>	devices are connected through IOT systems	device connected by sensors & mobile applications	minimum support prices for all crops plant many crops	tape the sensor and connection report
<b>Pain and needs</b> <small>What does the customer want to achieve or avoid?</small>	Excessive use of fertilizers and pesticides in farming prevent crop damage from diseases and products from the diseases	to have enough knowledge on handle the devices	if we have high profit in production of crops we can improve the cultivation	Farmer handle the regular checking
<b>Areas Opportunities</b> <small>How might we make each step better? what ideas do we have? what have others suggested?</small>	wireless network connection Drones	Costless Crop protection wireless sensors internet of food	crop protection Sustainability Development	Less amount of energy conserving
<b>Customer Feeling</b> <small>what is the customer feeling?</small>				