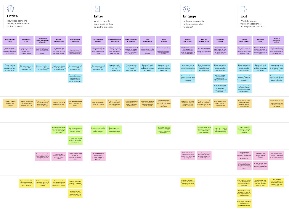
TEAM ID-PNT2022TMID07793

PROJECT TITLE-REAL TIMR RIVER WATER MONITORING AND CONTROLLING



✴

# Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish.

When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with

MONITORING AND CONTROLLING RIVER WATER QUALITY

**SCENARIO**

**Browsing, booking, attending, and rating a**

**Stepslocal city tour**

What does the person (or group) typically experience?

**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?

# Entice

How does someone initially become aware of this process?

**AWARENESS**

**INTELLECTUAL PROPERTY OF INDIA**

THE PROJECT WILL BRING A NEW HOPE TO MANKIND

WATER QUALITY WILL BE GURANTEED

EXPLAINS ABOUT THE WHOLE PROCESS

AT THEIR ZONES

MOBILE PHONES WHERE ALERTS ARE RECEIVED

# Enter

What do people experience as they begin the process?

**THE RIVER WATER FLOWS THROUGH THE SENSOR**

PEOPLE MAY NOT BE SURE THAT THEY CAN RECEIVE QUALITY WATER

PEOPLE MAY NOT BE SURE ABOUT THE RESULT

DELTA REGIONS

SENSORS

# Engage

In the core moments in the process, what happens?

RIVER WATER IS MONITORED

THE OUTPUT MUST BE ACCURATE

HOPE TO GET REGULAR QUALITY WATEER

DRINKING WATER SUPPLY SOURCE

QUALITY MONITORING SYSTEM

**TIP**

As you add steps to the experience, move each these “Five Es” the left or right depending on the scenario you are documenting.

# Exit

What do people typically experience

as the process finishes?

ALERTS ARE SENT

PEOPLE WILL FEEL RELAXED

KNOWS ABOUT THE PH,TEMPERATURE,TURBIDITY

RECEIVED BY THE AUTHORITIES

SMARTPHONES

# Extend

What happens after the experience is over?

QUALITY WATER IS SUPPLIED

SATISFIED

QUALITY WATER IS SUPPLIED

TO THE LOCALITIES

TANKS

**Goals & motivations**

TO MONITOR THE WATER QUALITY

IMPROVE THE LIVING OF MANKIND

TO REDUCE DISEASES

TO OBTAIN ACCURATE VALUES

TO IMPROVE THE QUALITY OF SOCIETY

TO GET GOOD QUALITY WATER

TO MONITOR TURBIDITY

TO MONITOR PH,TEMPERATURE

TO DECREASE THE WATER BORNE DISEASES

TO GET QUALITY WATER SUPPLY

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

## Positive moments

THE ALERT IS SENT ON TIME

THE ENTIRE PROCESS WORKS EFFICIENTLY

THE SENSORS SENSES THE VALUES ACCURATELY

THE SENSORS WORK PROPERLY

THE REGULAR SUPPLY OF QUALITY WATER

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

## Negative moments

THEY ASSUME THAT IT MAYNOT WORK FOR A LONG PERIOD

PEOPLE ASSUME THAT THE VALUES MAY BE NOT BE ACCURATE

ALERTS WILL BE DELAYED

PEOPLE ASSUME THAT THE PROCESS IS TIME CONSUMING

IMMEDIATE UPDATION OF WATER QUALITY

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

[**Share template feedback**](https://muralco.typeform.com/to/CiqaHVat?typeform-source=app.mural.co)

## Areas of opportunity

THE PROJECT HAS TO BE MADE LONG LASTING

PROPER MAINTENEANCE HAS TO BE DONE

MINERAL CONTENTS CAN ALSO BE MONITORED

ALERTS CAN ALSO BE SENT TO LOCALS

THA WATER FLOW CAN BE CONTROLLED INSTANTLY

AUTOMATIC WATER CONTROL

SOLAR PANELS CAN BE USED FOR SOURCE

REUSEABLE SENSORS

CAN BE MORE ECONOMICAL

THE SPEED OF UPDATION CAN BE INCREASED

How might we make each step better? What ideas do we have? What have others suggested?

**Template**

**Need some inspiration?**

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See a finished version of this template to kickstart your work.

[**Open example**](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace)