

Project Design Phase-II Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID26144
Project Name	Predicting the energy output of wind turbine based on Weather condition
Maximum Marks	

Customer Journey Map:

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	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?	privacy searching in google	choose city check the weather condition predict Click on help icon predict	To explore it May be helpful for students
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	good internet Finding the right one	Accurate result where to i start useful for environment wind speed forecasting	May be helpful for students open source
Touchpoint What part of the service do they interact with?	faster open source	find weather reports also give inputs manually faster	simple and clear interface open source
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>			
Backstage			
Opportunities What could we improve or introduce?	suggest trying an additional websites information about wind energy	try to improve our accuracy make android application	suggest the website straight away

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