

PROJECT DESIGN PHASE II

CUSTOMER/USER JOURNEY MAP

DATE	3 OCT 2022
TEAM ID	PNT2022TMID10153
PROJECT TITLE	EMERGING METHODS FOR FOREST FIRE DETECTION

Customer Journey Map

	Add the customer journey phase here	Example: "Onboarding"	Journey Phase	Journey Phase	Remarks if any
User Actions (Activities)	The customer can access the alarm.	During the fire the authorities can be alerted using one or multiple alarms.	The customer can access the data sets.	The customer can request any changes.	Good addition.
Touchpoints (Channels / Points)	The customer can access the info using GEE	All the geographical data can be obtained.	Different kinds of data sets can be available.	Location access is easy.	Developed and updated model,
Sentiments (Thoughts / Bubbles)	Fear can be eradicated.	Prevention can be carried out.	Protection can be delivered.	A sense of security can be promised.	Very secure.
Emotions (Good / Bad / etc.)	A sense of familiarity is achieved.	Help and care is rendered.	Protection and care.	Future disasters can be prevented.	Socially beneficial.
Possible Solutions (Opportunities to improve the experience)	Can be expanded to various other locations.	The project can become global.	The project can be sanctioned.	It can become potential disaster control mechanism.	Very potential and capable.