

## Project Design Phase 2

### Customer Journey Map

Date	10 November 2022
Team ID	PNT2022TMID41507
Project Name	Project – 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”:

Template

## 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.

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**Need some inspiration?**




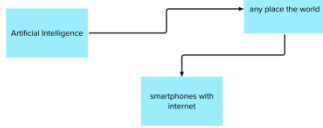
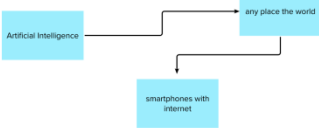
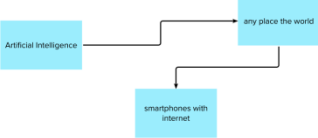
See a featured version of this template to kickstart your work.

Open example

**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.

<p><b>SCENARIO</b></p> <p>Natural Disasters Intensity and Classification</p>	<p><b>Entice</b></p> <p>How does someone initially become aware of this process?</p>	<p><b>Enter</b></p> <p>What do people experience as they begin the process?</p>
<p><b>Steps</b></p> <p>What does the person (or group) typically experience?</p>	<p>Find the Natural Disasters resource</p> <p>Interested to research about the disaster</p> <p>Evaluate damage and risks start from weather</p> <p>Learn about supporting disaster</p> <p>Evaluate if overwhelmed and has the resource</p>	<p>Analysis</p> <p>Classification</p> <p>Using this Software</p> <p>using the Artificial Intelligence Software</p> <p>Classifying the major damage from disaster</p> <p>to user with a team from the user task to upload photo</p>
<p><b>Interactions</b></p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li><b>People:</b> Who do they see or talk to?</li> <li><b>Places:</b> Where are they?</li> <li><b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul>	<p>Artificial Intelligence</p> <p>try click the world</p> <p>smartphones with internet</p>	<p>Artificial Intelligence</p> <p>try click the world</p> <p>smartphones with internet</p>
<p><b>Goals &amp; motivations</b></p> <p>All each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>I need to explore this network</p> <p>Get motivation for exploring new things and saving new species</p>	<p>I need to gather information about the species</p> <p>I should gather the accurate information</p> <p>I need to upload the right photo</p>
<p><b>Positive moments</b></p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>The user wishes to saving the new species</p> <p>Get happy for having a good copy of the species</p> <p>Curiously looks for the information</p>	<p>Motivation when the user wishes to upload the image with experience</p> <p>Uploads the image with experience</p>
<p><b>Negative moments</b></p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Gets frustrated if the step is not picture</p> <p>Gets frustrated if the user doesn't find a new species</p>	<p>If the application is too slow, the user gets frustrated</p> <p>The user gets angry if the application doesn't take the picture of the forest</p>
<p><b>Areas of opportunity</b></p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Consider using the application on the spot</p> <p>It's to take better pictures of the species</p>	<p>Speed made should be available so that user can understand explanation</p> <p>The application should be available offline</p> <p>The application should support most of the file format</p>

 <b>Engage</b> In the core moments in the process, what happens?	 <b>Exit</b> What do people typically experience as the process finishes?	 <b>Extend</b> What happens after the experience is over?
<div>find which type of Disaster</div> <div>the disaster occur to the place to locate</div> <div>Gather further detail about it</div> <div>collect the all information to the disaster and collect the damage level</div> <div>verifies that information</div> <div>verify the information how many time to take solve this problem and store data</div> <div>share the all Detail to rescue team and department</div> <div>rapidly send all information to right person to control that situation</div>	<div>Learn</div> <div>the user learns more information</div> <div>Share</div> <div>the user recommends the software</div> <div>Reviews</div> <div>user review the software accuracy and quality</div>	<div>Uses</div> <div>using the Artificial Intelligence Software in this Software</div> <div>Suggestions</div> <div>the user consider how his community might use the application</div>
		
<div>I need to verify the accuracy to the information provided by the app</div> <div>Aim to gather additional information</div>	<div>Let me share this and give awareness about the application to my community</div> <div>Review the application with what i experience</div>	<div>I should share some suggestions that makes the application more useful</div>
<div>Gets excited by seeing the results on the application</div> <div>if the information was accurate, the user is motivated</div> <div>continues to search about the species with eagerness</div>	<div>The user excites by seeing the new species</div> <div>Gets happy by taking a good snap of that species</div> <div>searches for the information with curiosity</div>	
<div>the identified species leads to confusing information</div> <div>the application shows the incorrect information</div>	<div>Regrets using the application</div> <div>Doesn't want to recommend to share this application to others</div>	<div>the user is unhappy by the results of the application</div>
<div>proper information should be given while training the model</div> <div>more data could be added for each species</div>	<div>referral feature can be added</div> <div>rating of the application must be showcased inside the app</div>	<div>feedback / suggestion should be collected inside the application</div>

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