Project Design Phase-II

Customer Journey Map

Date	09 October 2022
Team ID	PNT2022TMID33098
Project Name	Real Time River Water Quality Monitoring and Control System .
Maximum Marks	**2 marks**

Phases accomplish from start to finish	Fix the sensor in water	Getting sense in water purity	If contaminated water is contained in river	send the alert SMS to the user mobile and station alarm is on
Steps Detailed actions your user has to perform	Using arduino board to connect the sensor To use temperature sensor,PH sensor,LCD display,wifi module,etc...	To check the water purity in river using sensors To check the level of percentage in water purity in river	Chemical wastage , Sewage contaminated in river water Death of aquatic life forms in river water	Automatically send the SMS to user mobile. To close the dam volve
Feelings What your user might be thinking and feeling at the moment	Informative Insights Illustrative historical reports	Preventive maintennance checks Instant alerts	Seamless communication Cost reduction	Scalable solution
	Degrading water quality Reduced water levels,water consumption patterns	Lack of backup resources are a few challenges that water based industries currently face	The reckless use of water has adversely affected biodiversity	Natural habitats to a point where it has become scare across major regions
Pain points Problems your user runs into	Dirty water causes water borne diseases by human It is destruction of whole ecosystem in river water	River water pollution caused by phenomena	Pollutes the natural rock acqifers affecting the groundwater It effects contaminated river watyer for plants and animals	Some items that may be present in waste water in such concentrations that they are toxic for plants
Opportunities enhancements to the experience	Protect human health and avoid the costs related to medical care,productivity loss and even loss of life	Provides the objective evidence necessary to make sound decisions on managing water quality today and in the future	To ensure that our waters can continue to support the many different ways	To ensure contact center touchpoints with customers are consistent with the brand promise

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