# Project Design Phase-II

## Customer Journey Map

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

| Phases | 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 | |
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| **Phases** <br> accomplish from start to finish | | | | | | | | |
| **Steps** <br> 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** <br> 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** <br> 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** <br> Potential improvements or 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 | |

Share your feedback