













## Project Design Phase-II

### Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID30303
Project Name	Project – Emerging Methods for Early Detection of Forest Fires.
Maximum Marks	

 <b>Scenario</b> Browsing, booking, attending, and rating a local city tour	 <b>Entice</b> How does someone initially become aware of this process?	 <b>Enter</b> What do people experience as they begin the process?	 <b>Engage</b> In the core moment of the process, what happens?	 <b>Exit</b> What do people typically experience on the process finish?	 <b>Extend</b> What happens after the experience is over?
 <b>Steps</b> What does the person (or group) typically experience?	<div>They want to know what the tour is about</div> <div>They are curious about what the tour is about</div>	<div>They are interested in the process of the tour</div>	<div>They are interested in the process of the tour</div>	<div>They are interested in the process of the tour</div>	<div>They are interested in the process of the tour</div>
 <b>Interactions</b> What interactions do they have at each step along the way? • <b>People:</b> Who do they see or talk to? • <b>Places:</b> Where are they? • <b>Things:</b> What digital touchpoints or physical objects would they use?	<div>Public Place</div> <div>People</div> <div>Online</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>
 <b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("help me..." or "help me avoid...")	<div>I want to know what the tour is about</div> <div>I want to know what the tour is about</div>	<div>I want to know what the tour is about</div>	<div>I want to know what the tour is about</div>	<div>I want to know what the tour is about</div>	<div>I want to know what the tour is about</div>
 <b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>
 <b>Negative moments</b> What steps does a typical person find frustrating, confusing, slowing, costly, or time consuming?	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>
 <b>Areas of opportunity</b> How might we make each step better? What ideas do we have? What have others suggested?	<div>Virtual reality of the tour</div> <div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>	<div>Virtual reality of the tour</div>