Project Design Phase-II

Customer Journey Map

Date	12October 2022
Team ID	PNT2022TMID48692
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 To use temperature connect the sensor sensor,PH sensor,LCD display,wifi module,etc...	purity in river using To check the level of To check the water percentage in water sensors purity in river	Chemical wastage , Death of aquatic Sewage contaminated life forms in river in river water water	send the SMS to To close the dam Automatically volve user mobile.
Feelings What your user might be thinking and	Informative Insights Illustrative historical reports	Preventive Instant alerts maintennance checks	communication Cost reduction Seamless	Scalable solution
feeling at the moment ●	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 It is destruction of water borne diseases by whole ecosystem in human river water	River water pollution caused by phenomena	It effects Pollutes the natural rock contaminated river acqifers affecting the watyer for plants and groundwater animals	Some items that may be present in waste water in such concentrations that they are toxic for plants
Opportunities Potential improvements or enhancements to the ●experience	Protect human health and avoid the costs related to medical care,productivity lo and even loss of lifes	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