Project Design Phase-II
Customer Journey Map

Date	13-10-2022
Team ID	PNT2022TMID48692
Project Name	Project – Real Time Water Quality Monitoring and Control System
Maximum Marks	4 Marks

❶ **Phases** High-level steps your user needs to 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	
❷ **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
❸ **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	
❹ **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	
❺ **Opportunities** 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	