

## Project Design Phase-II

### Customer Journey Map

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Team ID	PNT2022TMID31883
Project Name	Project - Smart Waste Management System for Metropolitan Cities
Maximum Marks	4 Marks

### Customer Journey Map:

## CUSTOMER JOURNEY MAP

Smart Waste Management System for Metropolitan Cities

#### SCENARIO

Kamal is a Health Inspector. He is living with his family. He found out some problem in his living area. Garbage wastes overflowed in the bin which causes severe diseases. He does not want to affect such disease in his family and also his area people.

#### EXPECTATIONS

- Monitoring the bin using Web Application
- Alert when the bin is full
- Clean Environment

#### ULTRASONIC SENSOR

- collection services typically empty trash bins on a regular rotation, whether they are full or not, which wastes fuel, time and money.
- Trash bins with ultrasonic sensors are able to detect the fill level. A full bin sends a notification to the collection company, which compiles that data to help plan collection routes that take into account only the full bins.

"It's a good idea to protect the people in various diseases"

#### ARDUINO UNO

- Garbage level has been surpassing the threshold level or not.
- If the garbage level in bin is crossing the first threshold level, then the first warning message is generated and sent to the municipality. Besides, green light turned on.
- If the garbage level in the bin is crossing the Second threshold level, then the first warning message is generated and sent to the municipality. Besides, red light turned on.

"It's helpful to collect the wastes when the first warning message to the municipality"

#### GARBAGE TRUCK

- The garbage truck driver receives the route to his module. It will reduce the fuel waste, time and money. It also reduces the number of trash bins in all areas.

"Less fuel , Less time , Less money"

#### ENVIRONMENTAL BENEFITS

- it's help to improve air and water quality as well as reduces greenhouse gas emissions.
- One of the most significant benefits of waste management is the protection of the environment and the health of the population.

"Healthy Life"