PROJECT DESIGN PHASE-2 CUSTOMER JOURNEY

TEAM ID	PNT2022TMID31899
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PROJECT NAME	IOT BASED SMART CROP ROTECTION SYSTEM FOR AGRICULTURE

CUSTOMER JOURNEY MAP:

ourney Steps Which step of the experience re you describing?	Discovery	Registration	Onboarding and First Use	Sharing
victions Vhat does the ustomer do? What Iformation do they look for? Vhat is their context?	Watering the crops saing data from the seasons and grata from the seasons and perfecting crop from gratering crop from species.	Installation Sign up for using the of software software	Intuitive and easy Simplicity GUI Gives valuable information	Via ads and Real time social media information
leeds and Pains What does the customer want o achieve or avoid? ip: Reduce ambiguity, e.g. by sing the first person narrotor.	Unlimited or Continuous High cost of Continuous IOT devices	Esay Have a Ad Automatic understand blocker data	Improved Increased Reduces Possibility of Investock un- New York Remains employment waste attack	Not Sharing responding settings foe customer contact
ouchpoint What part of the service do hey interact with?	Extraction of knowledge from generated data	Monitor resource impossible to virtual possible world	Help center Predictive Makes Higher access analysis pleasant scalability	Collective Integration network of of various connected devices technologies
ustomer Feeling Vhat is the customer feeling? Ip: Use the emoji app to Appress more emotions		©	<u></u>	
ackstage				
Opportunities What could we improve or attroduce?	Increase/decrease a leading metric by improving X or introducing Y.	Increase/decrease a leading metric by improving X or introducing Y.	Increase/decrease a leading metric by improving X or introducing Y.	Increase/decrease a leading metric by improving X or introducing Y.