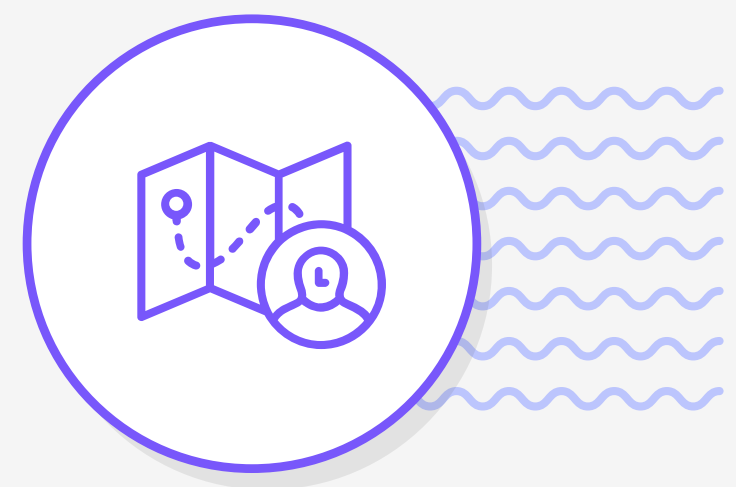
Template



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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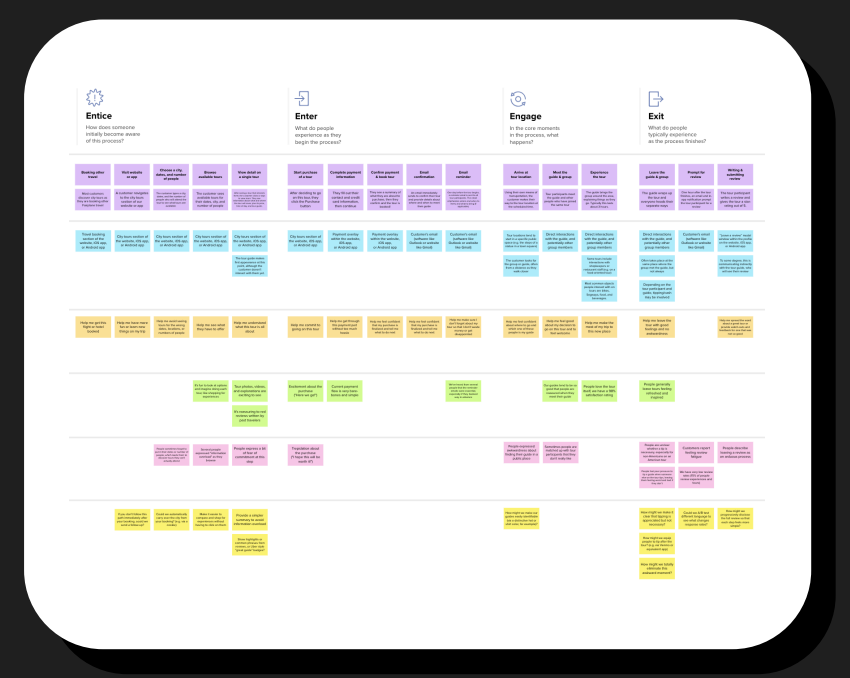
Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

SCENARIO Browsing, booking, attending, and rating a local city tour	**Entice** How does someone initially become aware of this process?	**Enter** What do people experience as they begin the process?	**Engage** In the core moments in the process, what happens?	**Exit** What do people typically experience as the process finishes?	**Extend** What happens after the experience is over?
Steps What does the person (or group) typically experience?	Hear from friends Online sources Feels good to implement our ideas Attracted to adapt new technology	Intrested Hesitant Happy as the users find numerous techniques Not sure about how it works	Time saving Protection We can monitor anytime anywhere It helps to understand nature hazards monitoring the events in real time, and anticipate specific risks in the face to impending or on-going disaster.	Model technique To measure the how much people are affected by natural disasters. User convenient and friendly technique.	Satisfied Decreased input This technology can be used to protect human lives and natural resource.
Interactions What interactions do they have at each step along the way? - **People:** Who do they see or talk to? - **Places:** Where are they? - **Things:** What digital touchpoints or physical objects would they use?	Hear from experienced people already used On observing the people who use AI on natural disaster field Social media, newspaper	Start from information gathered Users have a doubt on how it works	It has the ability to detect and remove outages before they occur with a more informed and clear image of the disaster region,thus saving lives. The potential of AI to assist with disaster resilience it tremendous -directing relief operations, Providing optimum evacuations,and delivering supplies that might benefit tens of millions,if not hundreds of millions of people each year. Better communication and modernized technique.	It is used to measure the weather conditions, amount of rain and how many people are affected by nature disaster People say this modern techniques help to identify the weather conditions and nature disasters.	Motivated by online and offline advertisement At the end of the experiment people got an awareness and ideas about how to protect themselves from natural disasters
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Help to avoid work pressure Help me to make it user friendly It is used to identifies the areas most likely to be hit by floods. This model can help avoid property damage and mortalities.	They create warnings to inform people about the changing weather and prepare to move to higher ground to avoid losses due to floods. Its primary goals of this methods is to save people life and wild animals.	It is used to protecting the infrastructure protecting people, protecting nature and environment. Disaster management aims to reduce,or avoid, the potential losses from hazards,assure promote and appropriate assistance to victims of disaster,and achieve rapid and effective recovery.	The ability to analyze a large amount of data will enable artificial intelligence systems to anticipate possible nature disaster before they happen, thus preventing the loss of human lives.	Help the people to spred the awareness about Earthquakes, floods, volcanic eruptions, Hurricanes
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Exited when heated that it is helffull Delightfull with better and with my technology	Increase awareness and interest Great feeling to be a part of this	Reliable performance, fast recovery Early warning systems can play a important role in reducing the negative impact of these catastrophic events on densely populated areas and in mitigating the damage to strategic structures and lifelines.provides information to support decision making for the rapid response of emergency management services.	It helps to isolate people by providing flood risk warning to the general public who are at risk of flood	Encouraged but needs clarity and comfort.
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Frustrated about te public reviews This looks different from current techniques	There could be wrong analysis of weather conditions. Feel confused to try again in case of lack awareness	It requires an unlimited or continuous internet connection. In a disaster time , they are facing the danger of death or physical injury.it may also lose the home,procession,and community	The ability to create a machine that can stimulate human intelligence is no small feat.It requires plenty of time and resources and can cost a huge deal of money.AI also need to operate on the latest hardware and software to stay updated and meet the latest requirements,thus making it quite costly.	Feels little nervous and unsure
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	We make smart techniques to make robot have been used to locate survivors and transmit information to emergency team. AI can use satellite to predict and monitor the path and intensity of hurricanes and tornadoes.	Support by the government to adapt to the natural disasters. Support by the natural disaster to help AI powered techniques	Quick onsite support By making the information should be sent fastly to and from the senor node.	Allows predictive analytics to help you make better rescue decisions.	To make all people updated by creating awareness programs.



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