Customer Journey Map

Date	12 th October 2022
Team ID	PNT2022TMID11759
Project Name Project	Smart Waste Management System for Metropolitan Cities
Maximum	2 marks

This is the journey of a



🦄 Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

What are their key goals and needs?

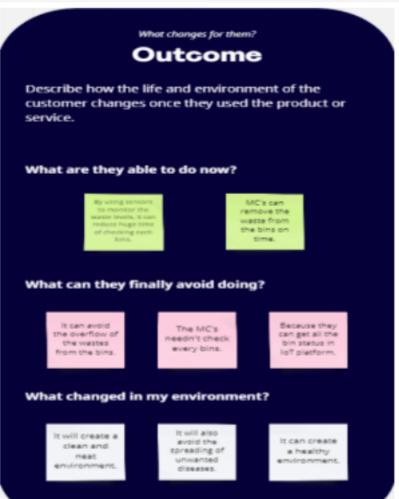
The ultimate aim is to keep the city clean using the

What do they struggle with most?

What tasks do they have?

Properly disposing the waste in bins.

Increey Stags Origin stags of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Notices Other does the sustamendo? When otherwise do they look for? Other is their summed?	Security of the second of the		The state of the s	Marie Control of Contr
Needs and Pains vinet does the outsiner want, is achieve of avoid? Tips feeling andiguity, e.g. by using the flort parson nometric.	Page 1 on Table 1 or Table 1		Name of the second seco	墨雪上
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Eggertunities strat could we improve or reneduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
Process connecting (This is it the read on this?)	Public people	Project team	MC	Public



Full Map: