

## Project Design Phase-II

### Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID34045
Project Name	Emerging methods for Early Detection of Forest Fire
Maximum Marks	4 Marks

#### Customer Journey:

**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.

Scenario

Browsing, booking, attending, and exiting a local city tour

	<b>Entice</b> How does someone initially become aware of this process?	<b>Enter</b> What do people experience as they begin the process?	<b>Engage</b> In the core moments in the process, what happens?	<b>Exit</b> What do people typically experience as the process finishes?	<b>Extend</b> What happens after the experience is over?
<b>Steps</b> What does the person (or group) typically experience?	<div>Understanding resources and opportunities on the fly</div> <div>Researching the location of the tour</div>	<div>Understanding the process and the experience</div> <div>Understanding the location of the tour</div>	<div>To avoid risk for visitors</div> <div>Discovering the risk and safety when it comes</div>	<div>To avoid risk for visitors</div> <div>Discovering the risk and safety when it comes</div>	<div>To avoid risk for visitors</div> <div>Discovering the risk and safety when it comes</div>
<b>Interactions</b> What interactions do they have at each step along the way? • <b>People</b> Who do they see or talk to? • <b>Places</b> Where are they? • <b>Things</b> What digital touchpoints or physical objects would they use?	<div>History Department</div> <div>Experience</div> <div>Location</div>	<div>Understanding the process and the experience</div>	<div>Identify the risk</div>	<div>Identify the risk</div>	<div>Identify the risk</div>
<b>Goals &amp; motivations</b> At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>carefully investigate speaking materials</div>	<div>Browsing, booking, attending, and exiting of Forest</div>	<div>Gain more towards visit</div>	<div>To avoid risk for visitors</div>	<div>Open to be the best</div>
<b>Positive moments</b> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>History Department</div>	<div>History Department</div>	<div>Detection of fire pattern</div>	<div>History Department</div>	<div>History Department</div>
<b>Negative moments</b> What steps does a typical person find frustrating, confusing, engaging, costly, or time consuming?	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>
<b>Areas of opportunity</b> How might we make each step better? What steps do we hear? What have others suggested?	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>	<div>History Department</div>

