PROJECT: Smart Waste Management System in Metropolitan Cities

Team id :PNT2022TMID49101

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?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Visit website or app / Check the equipements / Monitor the whole process | Create an account in the app / Log in to the app / Equipements check | Alert message / Seggregation of waste | Ensure that the system is working efficiently / Submitting feedback | collecting waste from the bin / Saves dumping area spaces |
| The user should navigate to our website or app / make sure that there is no fault in the equipements used / User can monitor the whole process from anywhere | The user should create an account by using mail or phone number / The user should login the app using the same number or mail / In the dashboard we can check the efficiency of the equipements used | The user is notified whenever there is a system fault / Pickup hand separates the different kinds of waste | Waste treatment is efficient / User can review and give suggestions to make it better | Direction of bringing changes in the current disposal system / segregate the waste without the help of workers with less time |

### 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?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Mobile apps to monitor the whole system / By attending awareness programs regarding this whole process | Check the working of the whole system | Notifies the amount of waste in the bin | Customer's mail / Review the system | completed experience profile on the apps |

### Goals & motivations

At each step, what is a person's primary goal or motivation?
"Help me…" or "Help me avoid…")

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| To keep the environment clean / To prevent harmful diseases / To protect nature from harmful wastes | They are able to monitor the system remotely | Limited man power | Get ideas about making the system more efficient based on the reviews | |

### Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| can prevent the spread of hazardous diseases / can be operated from anywhere / Limited man power | Modern technology makes this whole process simple | | | |

### Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Software maybe corrupted / Implementation is quite complicated / Network connectivity issues may occur | Some people may find it hard to understand the process | | | |

### Areas of opportunity

How might we make each step

Conduct awareness programs to educate people about smart waste management

To mange waste in metropolitan cities

By this the environment can be kept clean