





Customer Journey Map

Date	11 October 2022
Team ID	PNT2022TMID54258
Team Leader	Mr. Naresh S
Team Members	Mr. Nirmal S, Mr. Gopinath R Mr. Sai Vignesh S
Project Name	Signs with smart connectivity for better road safety
Maximum Marks	Marks

Phases <small>High-level steps your user needs to accomplish from start to finish</small>	Travelling	Traffic	Change route	Arrived Destination
Steps <small>Detailed actions your user has to perform</small>	Pack the things as your required	Stuck while middle of the traffic	Find the new path	Reach the place
Customer Feelings <small>What your user might be thinking and feeling at the moment</small>				
Pain point <small>Problems your user runs</small>	Lose consciousness accident happens	Delay every meeting we have to face that day	Difficult road path	Delay happens while road is not good
Opportunities <small>Potential improvements or enhancements to the experience</small>	My system provides flexilibity traveling in implementation	Our system predict traffic earlier	More accurae deliverance	More visibility and accurate to delivery time