



















Project Design Phase-II

Customer Journey Map

Date	26 October 2022
Team ID	PNT2022TMID43416
Project Name	Project – SMART WASTE MANAGEMENT SYSTEM

Stages of Journey	Motivation	Information about the product			Efficient product	Evaluates	Products	Payment		Receives Products
Activities	Wants to reduce the stress of waste management	Desires to pick out a good product to get better waste management	Analyses different products	Compares it with normal bins	Arrives to the idea of smart dustbins	Information about synchronization of product and application	Checks for user friendly application	Thinks to pay after evaluating the product	Payment done after knowing the warranty information	Product delivered and its functionality is demonstrated
Feelings										
Very Happy										
Overall Satisfied										
Unhappy										
Experiences	To provide a green environment.	Satisfactory in the product working	Regular power supply required for operation	User friendly application	Technologically improvised bin for more effective usage	Server becomes down due to high traffic	Customers can use the app wherever and whenever they need	Only payment to UPI ID	Payment only after full evaluation of the product by consumer	Successful establishment of smart bins all over the city
Customer Expectations	Improves the environmental conditions	Expects a product that can improve management of trash	Thinks about better durability	Encourage recycling and drive down carbon emission	Product that can resolve garbage managing issues	Expects fast working of app along with product	Provide a great user experience either online or offline	No damage in the product	Future maintenance of the product	Rise of clean and healthy environment