Project Design Phase 2 Customer Journey Map

Date	15 October 2022	
Team ID	PNT2022TMID39349	
Project Name	Project – Natural Disaster Intensity Analysis and	
	Classification Using Artificial Intelligence	
Maximum Marks	4 Marks	

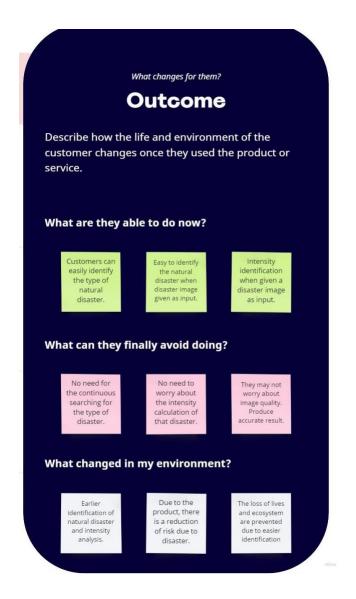
Customer Journey Map for "Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence":

Step-1: Goals and needs



Step 2: Journey Steps

Journey Steps Which step 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?
Actions What does the customer do? What information do they look for? What is their context?	Customer look for the ream of the diseaster	Connect with the goole Emergency Take photo account	prepared Stay in a safe fractice tray conducted seral or a safety drifts and updated shelter.	Creating sharing that provide the sharing that provide them are sharing that along doctor product white Assert Contact of States.
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrotor.	Unwanted Popup Advertisament messages	Irrelevent Multiple Payed Informations verification Flayed Information steps	Try no to be Always keep Plan for assumes panie emergency alternate progent tes bosolon conducted	Sharing libering the effect through the control through the contro
Touchpoint What part of the service do they interact with?	Press/Media social media Advertisement Pyers Telemarketing	Email Aderburnes google noofication	always keep listen to local different for all kit officials kinds of execution disaster plan.	sharing sharing different food.clatts to perspectives for disaster the people beautiful food.clatts to perspectives of disaster the people beautiful food.clatts to people beautiful food.clatts to people beautiful food.cl
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	•	©	②	
Backstage				
Opportunities What could we improve or ntroduce?	A website can be created which identifies	The website can be made secure and more accurate so that it will	The customers can give a image as Input and the type of natural	The website can be made available to everyone who need to
Process ownership Who is in the lead on this?	Added the westernia for the we	The NDRF stam is in lead of the website.	The NORF transit is in lead of the website	The NDRF team is in lead of the website



Team Members:

P. Abirami (422719104001)

M. Elakkiya (42271910410)

A. Anbarasi(422719104004)

V. Subalakshmi(422719104033)