

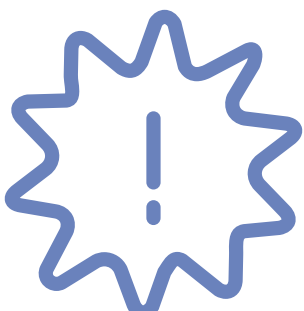
Project Design Phase-II

Customer Journey Map

Date	03 October 2022
Team ID	PNT2022TMID42484
Project Name	Project – Real Time River water monitor and control system
Maximum Marks	4 Marks

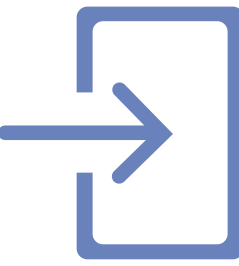
SCENARIO

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



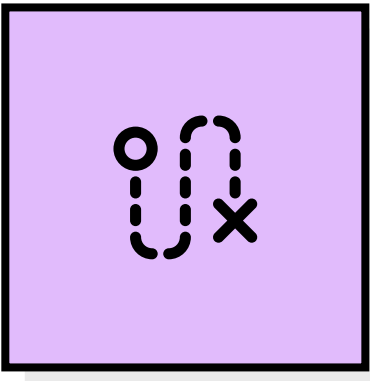
Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Steps

What does the person (or group) typically experience?

Buzzer

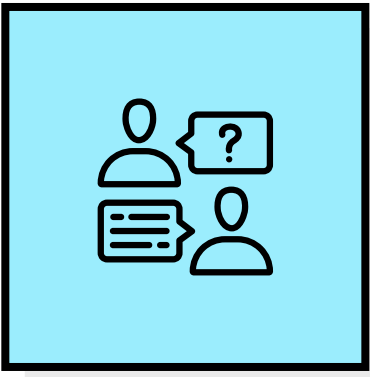
The test for the buzzer made the people to ask.

Phone number

The phone number information gather from the people made them to ask

Suspecious

As we were gathering the phone number that threatened their digital security



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?

They asked to one another regarding the phone number details


They were watching the the installations for the first homes according to FIFO

They were checking the device installed

The people ask to technicians

Nearby schools and colleges

IoT devices

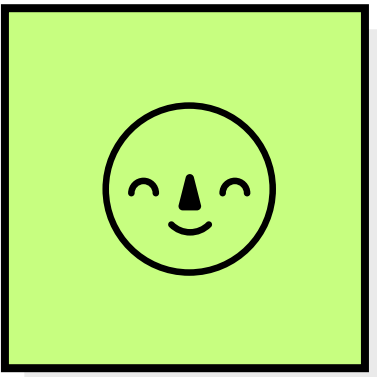


Goals & motivations

At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)

First aim was with 5 homes

First aim is nearby school and college staffs

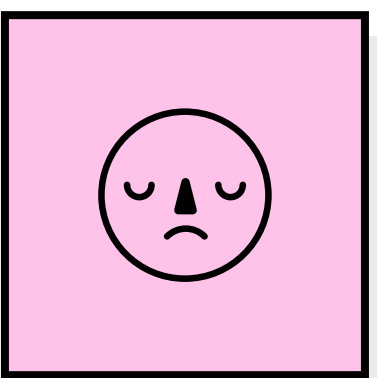


Positive moments

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

Some educated people find it innovative

Acceptance in principals home




Negative moments

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

But some other educated guys didn't support it

Some staffs didn't allowed



Areas of opportunity

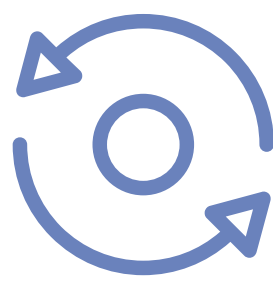
How might we make each step better? What ideas do we have? What have others suggested?

Install the plan in educated parents home

Install the plan in educated students home

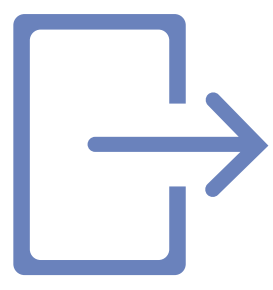
School

College



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?

Support from many NGO

Support from Corporates

Appreciation

People's workflow

People support

They provided equipments

Provided funds

People promised to use it wisely

Provision of subscription

Support from NGO

Acceptance by the people

Use this model as a business

Accepted by Many NGO

People got familiar

Many people are paying the subscription

Some NGO didn't support

Some people weren't happy

Some fail to pay subscription

NGO

Neighbor

Nearby villages