

# Project Design Phase-II

## Customer Journey Map

Date	18 October 2022
Team ID	PNT2022TMID40761
Project Name	Natural Disasters Intensity Analysis And Classification Using Artificial Intelligence
Maximum Marks	4 Marks

## CUSTOMER JOURNEY MAP

<p><b>Document an existing experience</b></p> <p>Narrow your focus to a specific scenario or process within an existing product or service. In the <b>Steps</b> row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.</p> <p><b>TIP</b> As you add steps to the experience, move each three "Five Es" the left or right depending on the scenario you are documenting.</p>									
<p><b>Natural disasters intensity analysis and classification using AI</b></p>	<p><b>Entice</b></p> <p>How does someone initially become aware of this process?</p>	<p><b>Enter</b></p> <p>What do people experience as they begin the process?</p>	<p><b>Engage</b></p> <p>In the core moments in the process, what happens?</p>	<p><b>Exit</b></p> <p>What do people typically experience as the process finishes?</p>	<p><b>Extend</b></p> <p>What happens after the experience is over?</p>				
<p><b>Steps</b></p> <p>What does the person (or group) typically experience?</p>	<p>Users become aware of the AI model through advertisements and social media</p> <p>Users become aware of this model through the government and nature protecting agencies</p>	<p>Video frames captured for the intensity analysis</p> <p>Classification and prediction results of the disasters</p>	<p>Classifies the natural disaster and tells the intensity of disaster</p> <p>Evaluating existing conditions of exposure and vulnerability that can harm people and environment</p>	<p>Determination of the nature and extent of disaster risk</p> <p>Triggering an alarm to alert people if disaster is predicted</p>	<p>Establishing link with government and organizations for Mitigation</p> <p>Implementing Helpline, Awareness and Threshold Actuating Systems</p>				
<p><b>Interactions</b></p> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital touchpoints or physical objects would they use?</li> </ul>	<p>Interaction with people who are familiar with product</p> <p>In the workplaces and publicplaces</p>	<p>Use of hardware on-screen interfaces to communicate</p> <p>Interaction with technical experts</p>	<p>Interaction with scientists and disaster analysers</p> <p>Interaction with videocam for continuous monitoring</p>	<p>Communicate their feedback to service providers</p> <p>Contact the helpline in case of disaster detection</p>	<p>Interaction with the government agencies for taking appropriate functions</p> <p>Interaction with other people to spread awareness</p>				
<p><b>Goals &amp; motivations</b></p> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<p>Simple user friendly UI</p> <p>To gain knowledge in the field of natural disaster classification</p>	<p>To make full use of the functionality of the model</p> <p>Time bound support</p>	<p>Improved response time</p> <p>Accurate prediction</p>	<p>Examining the numbers of fatalities, injuries</p> <p>Preventing loss of life and property</p>	<p>Ensuring better service to customers</p> <p>Improvisation based on feedback provided</p>				
<p><b>Positive moments</b></p> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p>Motivated to save human and property</p> <p>Productive algorithms and calculations for disaster classification</p>	<p>Delightful user interface experience</p> <p>Exploring the possibility of a continuous self-learning model using DL</p>	<p>Designing light weight Web Application</p> <p>Training and testing of model</p>	<p>Periodic forecasting without interruption</p> <p>Ensuring Robust Operation across terrains and climates</p>	<p>Examining the financial damage caused</p> <p>Implementing Helpline, Awareness and Threshold Actuating Systems</p>				
<p><b>Negative moments</b></p> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<p>Time consuming analysis</p> <p>Complexity of algorithms</p>	<p>Fear of losing data</p> <p>Costly hardware and software components</p>	<p>Collection of large set of data is time consuming</p> <p>Frustration due to long duration of training of model</p>	<p>Failure due to technical issues</p> <p>Anger due to some error in results</p>	<p>Examining the false triggering and correcting it</p> <p>Fear of loss of life and property</p>				
<p><b>Areas of opportunity</b></p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p>Increased brand loyalty</p> <p>Advertising the model to public</p>	<p>Betterment of accuracy in prediction</p> <p>Retrieval of Training and testing data</p>	<p>Designing light weight Web Application</p> <p>Addition of more number of data</p>	<p>Optimizing the AI Model with respect to real world environment</p> <p>Periodic forecasting without interruption</p>	<p>Maximizing the uptime of the Web App Service</p> <p>Examining the false triggering and correcting it</p>				