SRI ESHWAR COLLEGE OF ENGINEERING COIMBATORE

➤CUSTOMERS JOURNEY MAP

Team Members:

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



Entice

How does someone initially become aware of this process?



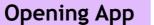
Enter

What do people experience as they begin the process?



Steps

What does the person (or group) typically experience?



View details on sensor data

Motor Control

Information about their land

More about sensor data

Visually treat will be there and widgets in arranged position for better experiencies

Where data is represented Providing switch sytle in filling colour in a bar or button to control the numeric value for better understanding

motor

Get to know about their land

When they click they get detailed info about it



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?

Interaction with widgets for more info

Interaction with data



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") What's happening currently in my land

What we can do in the land

Think about next step



Positive moments

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

Users become productive

Their work will be easy



Negative moments

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

They may become frustated in seeing samething

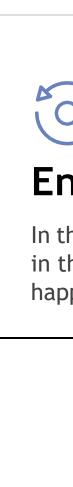
Different ideas may cause confusion



Areas of opportunity

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

By sending alerts to open our app for every 2-4 hours to know the information



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?

Complete information

Complete information about their land and weather helps to plan efficiently Provides remote access

Ability to control the motor

Feeling Satisfied

Because they finished their work in a easy way Send alerts

Like remainder to turn off the motor

Interaction with switch to control the motor

Interaction with exit button

To water plants correctly

They feel good

because they doing

there work correctly

To turn ON & OFF

They find their work is enjoyable

Manually need to turn off the motor in app

We can use timer for better experience

work is enjoyable and easy