## Project Design Phase-II Customer Journey Map

Team ID	PNT2022TMID46761
Project Name	Real-Time River Water Quality Monitoring and Control
	System

				you are codymenting.	
Science Browning, booking, attending, and rating a local city tour	Discovery How does someone initially became a warm of this process?	Registration What do people experience as they begin the process?	On boarding and first use in the care moments in the process, what happened?	sharing What co people typically experience as the process finishes?	Outcome What happens after the experience is over?
Steps What coes the person ior group) typically experience?	Quality of the water is important for everyone.	Water quality management system will ensure the quality for drinking water for daily use and other domestic uses	Customer chases and install the system	Can share feedback and quality of service	Get the quality of water
Touchpoint  When insunations do they nee at each step along the very?  People: Who do they see or talk to?  Places: Where all they?  Things: What o goal rouchounts or	Landing pages Blogs	Live chat	Demo Product	Mobile app/E-mail	Suitable contol activity carried out based on the quality of the water
customer Feeling At each step, what is a person's printing or or motivation? ("Hero me" or "Help me avoid")	Satisfied	Simple access	Easy collabaration	Efficient way to connect/share with people	Accurate result is obtain
Positive moments What steps does a typical person find encyable, productive, fun, motivating, delightful, or exching?	App will be available in playstore.	Ensure ultimate accuracy	Self-monitoring and quick response	Fully automated	Environmentaly safe
Negative moments What steps does a typical possion Ind husbraling combaing angering coally, or first-consuming?	Smart phone is mandatory for installation	Requires good internet connectivity	Fault identificataion is somewhat difficult for farmers and general public	Customer care / helpline is mandatory	Lack of knowledge about the technology
Opportunity How night we make each step server? What ideas to we have? What have others suggester?	Improves profit for farmers and general public will be free from water borne diseases	Improves self- monitoring, ensuing safety	High acccuracy and efficiency	Reduce manpower	Simple access