

Customer experience journey map












The Following Map produces the Journey of the Customer through out the process of the Smart Waste management System For Metropolitan Cities.

Created in partnership with
Product School



Document an existing experience

PROJECT NAME : Smart Waste Management for Metropolitan Cities

SCENARIO	 Registration Register through the website.	 Location Provide the Location for installment of the Smart Bin.	 Access 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?
 Steps Follow the Steps to get access.	<div>Step-1 User should click on the link and register.</div> <div>Step-2 Provide valid UserID and Password.</div> <div>Step-3 Use the user can use Valid GMail account for registration.</div>	<div>Step-1 Provide the Location inorder to obtain the smart bin.</div> <div>Step-2 Each Bin will have Unique ID scan the ID and access the details of the Bin.</div>	<div>Access to the Bin The Customer or the User can access the Details of the Bin.</div> <div>Verification The User should provide some code to access the data.</div>	<div>LOGOUT The user should Logout once the data has been used.</div>	<div>EXTENTION If the user wants more than one bin. Then he should inform the Admin.</div>
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">People: Who do they see or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?	<div>Any problem through Registration chatbot is available.</div> <div>The user can have Unique ID</div>	<div>If it is a remote area contact the admin.</div> <div>The details will be available in the website.</div>	<div>The user can interact with various Bins.</div> <div>By scanning the ID the user can access the data.</div>	<div>The user are satisfied with the information they can upvote the admin.</div>	<div>Once the Admin is upvoted the admin receive more points.</div>
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	<div>The primary goal is to create an account for the User.</div> <div>This motivates every people to implement the Smart Bin.</div>	<div>To use GPS for locating the Bins.</div> <div>The waste collector will have no complexities.</div>	<div>To provide user with correct information.</div> <div>Expecting the people to appreciate.</div>	<div>The user should be satisfied with the details.</div>	<div>To provide more information regarding to the Smart Bins.</div>
 Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	<div>Very easy to register</div> <div>Time saving process.</div>	<div>Effective way to locate the bins.</div> <div>Easy to measure the level of the bins.</div>	<div>Interactive paltform for the user.</div> <div>Easy to access the data.</div>	<div>User friendly platform.</div> <div>Loads the data at a faster rate.</div>	<div>Provides various information.</div>
 Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	<div>Some people cant register due to backlog.</div>	<div>Location provided is unclear</div>	<div>Some of the data are not accessible.</div>	<div>It takes more time to logout.</div>	
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	<div>More type of accounts can be included.</div>	<div>The admin can provide for rural areas.</div>	<div>The access can be provided for every user.</div>		<div>More information can be provided.</div>