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Smart waste management system in metropolitan cities

**Team ID :** PNT2022TMID19657

**Team Size:** 5

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| **Scenario**  Citizens registering to get information about arrival of waste truck.  Workers getting information about the status of waste bins in the city  **Steps**  What does the person (or group) typically experience?  **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?  **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”)  **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?  **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?  **Areas of opportunity**  How might we make each step better? What ideas do we have? What have others suggested? | **Entice**  How does someone initially become aware of this process? | **Enter**  What do people experience as they begin the process? | **Engage**  In the core moments in the process, what happens? | **Exit**  What do people typically experience  as the process finishes? |
| **Waste management**  **City corporation Effective workload Announcement system arrival in**  **announcement for waste collectors from management**  **cities**  citizens get to know  city corporation about waste Working only when Workers are guided , announcing about management system in needed is effective how to use the  waste disposal their city through news, for the workers interface  social medio etc. | **Citizen registration Workers registration**  citizens are registered Each waste vehicle in the UI to get are registered in the information about interface  waste van arrival | **Notification updates**  **for citizens Workers updates**  citizens get updates Workers are updated about locations of with notifications about waste van and other filled dust bins in the updates streets and its location | **Queries & reports Writing reviews Worker experience**  citizens can report Citizens can writes workers get to about unfinished review about the experience easy and  works and complains process or workers, understandable UI  etc. for effective work |
| get updates about Interaction with arrival of waste van worker  citizen interacts with waste van | Interface is through a Registrations are website, android or done through the IOS application software  software | Users and workers Each and every bins experience a uniform are cleaned  waste cleaning whenever filled on process time | Clean streets No bin overflow with  A clean environment through out the city waste because every  because of easy filled bins are alerted to  disposal process the authorized individuals |
| Help me understand Help me avoid how this process missing the waste  works collecting van | Great user Alerts and experience notifications on time | Relief after disposing and cleaning bins on time | Clean and waste free streets leading to a clean city |
| It is helpful to get disposed of waste on time | Satisfied user Less workload to experience workers | Cleaning the street with the User interface help | Satisfied feeling Waste free society Clean society about protecting the  environment |
| When a user missed when a citizen the waste collector annoys a worker | Problem in software  Missing alerts or sensors used in the project | Poor user or worker Difficulties in experience sofware | Problems in alerts or Wrong data about notifications filled bins |
| Building better user software updates to interface based on citizens and users  reviews | Providing guidance about the software | Further request from Workers difficulties user side can be can be reduce by considered using providing Better UI separate system software | Cleaning the city via Hand free waste new technology cleaning ideas can  applications be promoted |