Project Design Phase-II
Customer Journey Map

Date	08 October 2022
Team ID	PNT2022TMID30190
Project Name	Emerging Methods for Early Detection of Forest Fires
Maximum Marks	4 Marks

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	forest exploration · Forest surveillance	Is the forest safe · Checking for forest fires · Predict whether there is a fire	Model is safe · Prediction is instantaneous
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	To travel safe & track the forest · A detailed information	Accurate prediction · A wrong prediction could waste resources · Fire be reported immediately	The model is autonomous · Not predicting small fires could turn out disastrous · Saves Manual surveillance & manpower
Touchpoint What part of the service do they interact with?	Someone who knows the forest an local	The console · A live camera	Everyone will adopt to use the model · Organization will make use of these methods
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🤔	😊	🥳
Backstage			
Opportunities What could we improve or introduce?	Accuracy of the prediction so that it detects even a small fire	Detection is autonomous and accuracy can be increased	The product can be monetized as a product to save environment.

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