PROJECT DESIGN PHASE 2

CUSTOMER JOURNEY MAP

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| Team ID | PNT2022TMID14000 |
| Project title | Emerging methods for early detection of forest fires |

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| STAGE | Awareness | Consideration | Decision | Service |
| Customer  Action  (Entry) | The customer get aware  By conducting special Campaigns, public awareness and religious Sermons. | Consider the normal and the fire affected areas. | They decides to detect the forest fire at the early stage to preserve wildlife. | They can contact the Forest and Fire department. |
| Touch points | Media and awareness programs. | Training camps to prevent the forest fires. | Detect the fire or smoke by using an alarm system or by sending an email. | Forest and fire services. |
| Customer Experience | Some effective ways to communicate with the customers about wildfires through presentations etc.. | Location and size of fire. | They plan to detect the fire or smoke by using a Deep  Learning model. | The customer can satisfy the model. |
| Key  Performance | They will monitor how the awareness program is reaching to the customer. | All the public should plant and protect forests. | By limit the emission of toxic products created by combustion as well as global warming gases produced by the fire itself. | By providing an early warning  notification,the fire service will detect and stop it. |
| Business  Goals  (Exit) | It provides an increase in the awareness of forest fire. | It aims on interactions between climate change & fire. | They decides to plant  fire resistant vegetation & sprinklers to slow the fire. | They provides an increase in the customer satisfaction. |