Project Design Phase-II

CUSTOMER JOURNEY MAP

Date	19 October 2022
Team ID	B5-5M1E
Project Name	Natural Disasters Intensity Analysis and Classification using Artificial Intelligence
Maximum Marks	4 Marks

SCENARIO

Browsing, booking, attending, and rating a local city tour

Entice

How does someone initially become aware of this process?

Steps

What does the person (or group) typically experience?

May be marketed on social media platforms	Customers may use search engines like Google to look it up.
Related searches, such as those for catastrophes and their preventions, may provide suggestions.	Educating others about the app's features and how it operates

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?

People use mobile phones or other electronic devices for interaction.	The interaction happens between the admin and others who tends to receive informations about the natural disaster.	In the event that users experience any difficulties, they can communicate with the website's service provider.

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Help me to lessen the harm by knowing it ahead	This application allows me to get quick responses.	Helps me understand how intense the disaster is
Enables me to quickly access materials		

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Having prior knowledge of the disaster will help people in many ways, including saving their lives and belongings.	Continual monitoring of oncoming cyclones is possible.

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

A consumer may become confused by all the information.	Some outcomes might be unpredictable.

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

Reduces big lost and also helps in economy.	Disaster prediction informs people about upcoming natural disasters and allows the government to take preventive and rescue measures.

Step-2 : Enter

Enter

What do people experience as they begin the process?

Steps

What does the person (or group) typically experience?

| Registration | Verification | Location details |

Verifies the location and, if any catastrophes exist, provides details

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?

| Can interact through notifications | Any updates or warning can be notified through message or notification |

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")

| Helps me grasp how severe the catastrophe is | Helps me be aware of the threat in advance |

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

| Makes it easier to be ready for future circumstances | This offers them time to get prepared |

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

| Fear of losing data. | Ridiculously priced hardware and software components |

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

| May concentrate on cutting back on the time needed to process the result | Lead to increasing in disaster prediction performance |

SCENARIO

Browsing, booking, attending, and rating a local city tour

Engage

In the core moments in the process, what happens?

Steps
What does the person (or group) typically experience?

- Seeks the necessary information and uses it to evaluate the situation
- If there are any details concerning the catastrophe that may be provided.
- Analyse the past and explain in detail what may be anticipated

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?

- Interactions with scientists and industry experts.
- Communication with the live spot on a constant basis for news and updates

Goals & motivations
At each step, what is a person's primary goal or motivation?
("Help me..." or "Help me avoid...")

- Makes it less difficult for me to anticipate the calamity
- Forecast precise values from affected parts for emergency and protection

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

- A simple and useful website that everyone can utilise and understand
- Model data sets are trained and tested.

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

- Analyzing the outcome may take some time.
- Datasets may often take a long time to import.
- It takes a lot of time for processing the data

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

- Maybe pay a bit more attention to correctness
- Frequent updation of datas

Step-4 : Exit

Browsing, booking, attending, and rating a local city tour

Exit
What do people typically experience as the process finishes?

Steps
What does the person (or group) typically experience?

Displays the outcome of a user's request.	Proposes a few assistance initiatives	Find advice on how to get ready for the upcoming threat.
Preparedness for medical emergencies		

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?

Through the webpage, clients can leave comments about the performance.	For emergencies, get in line with the primary responders.	Efficient rescue and response

Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

I'm able to better prepare myself because of this application	It aids me in preventing panic attacks or nervous breakdowns.	Avoidance of loss of lives and possessions

Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Remain effective across all difficult terrains and conditions.	Unbroken monitoring on a regular basis

Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

In disaster zones, the network may not always be available, making it difficult to use the application.	Disruptions are caused by adverse weather or by the nfrastructure components	Network issues in deeply affected disaster zones

Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

To avoid network issues, offline mode can be made available.	Boosting the AI in relation to the real-life surroundings

SCENARIO

Browsing, booking, attending, and rating a local city tour

Extend

What happens after the experience is over?

Steps

What does the person (or group) typically experience?

| Rescue efforts from impacted areas are assisted by volunteers. | People can be moved to safer locations | Response team conducts a rescue operation |

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?

| Collaborating with governmental bodies to take appropriate steps and efforts to protect the general public from deadly calamities | Users can communicate with their family to prepare for the catastrophe. |

The problem can be discussed with local officials by contacting them directly.

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me…" or "Help me avoid…")

| Assure improving customer experience | Modification based on the user's response |

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

| It facilitates having a thorough understanding of the cyclone | Analyzing the economical consequences | This tool can benefit meterologists as well, who might assist the government with the problem. |

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

| Not everyone has the necessary expertise to use the website or application. | Even a minor disruption or technological faults might enrage the client in such a challenging situation. | Dread of financial repercussions |

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

| Ensure that it is optimized to run on all operating systems | Expanding the availability of the website services | Investigating and fixing the misleading triggers |