Project Design Phase-II

CUSTOMER JOURNEY MAP

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

Step-1 : Entice

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

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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

Step-3 : Engage

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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

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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

Step-5 : Extend

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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