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

SCENADI

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.

elated searches, such as those for atastrophes and their preventions, may Educating others about the app's features and how it



Interactions

What interactions do they have at each step along the way?

- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

■ People: Who do they see or talk to?

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



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

Enables me to quickly access materials This application allows me to get quick responses.

Helps me understand how intense the disaster



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.

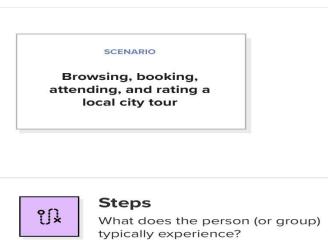
Some outcomes might be unpredictable.



Areas of opportunity

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





Enter

What do people experience as they begin the process?



Verification

Location details

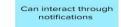
Verifies the location and, if any catastrophes exist, provides details



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?





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?

Fear of losing data.



Areas of opportunity

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

in disaster prediction performance

O SCENARIO Browsing, booking, **Engage** attending, and rating a local city tour In the core moments in the process, what happens? Analyse the past and explain in detail what may be anticipated Seeks the necessary information and uses it to evaluate the situation Steps What does the person (or group) typically experience? Communication with the live spot on a constant basis for Interactions scientists and industry experts 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** Forecast precise values from affected parts for emergency and protection Makes it less difficult for me to anticipate the calamity 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** Datasets may often take a long time to import. It takes a lot of time (-) What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? Areas of opportunity Maybe pay a bit more attention to correctness updation of How might we make each step

better? What ideas do we have? What have others suggested?

SCENARIO Browsing, booking, **Exit** attending, and rating a local city tour What do people typically experience as the process finishes? Steps Displays the outcome of a Proposes a few Find advice on how to get ready for the upcoming threat. €∫} assistance What does the person (or group) user's request. initiatives typically experience? Preparedness for medical emergencies Interactions For emergencies, get in line with the Efficient rescue and response 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? It aids me in I'm able to better **Goals & motivations** Avoidance of prepare myself because of this preventing panic attacks or nervous At each step, what is a person's possessions application breakdowns. primary goal or motivation? ("Help me..." or "Help me avoid...") **Positive moments** across all difficult terrains and (-1-) monitoring on a regular basis What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? **Negative moments** Network issues in deeply affected disaster zones What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? To avoid network issues, offline mode can be made available. Areas of opportunity Boosting the AI in relation to the real-life surroundings How might we make each step better? What ideas do we have? What have others suggested?

(L) SCENARIO **Extend** Browsing, booking, attending, and rating a What happens after the local city tour experience is over? Rescue efforts from People can be Response team conducts a rescue Steps impacted areas are assisted by volunteers. moved to safer €∫} locations operation What does the person (or group) typically experience? Collaborating with governmental bodies to take appropriate steps and effort to protect the general public from deadly calamities Interactions their family to prepar for the catastrophe. What interactions do they have at each step along the way? ■ People: Who do they see or talk to? discussed with local officials by contacting them directly. Places: Where are they? ■ Things: What digital touchpoints or physical objects would they use? Modification Assure improving **Goals & motivations** based on the user's response customer experience At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") **Positive moments** Analyzing the economical a thorough understanding of (<u>*</u> What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Not everyone has the necessary expertise to use the website or application. **Negative moments** Dread of financial (-<u>*</u>-) What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? Ensure that it is Expanding the availability of the Investigating and fixing the Areas of opportunity optimized to run on all operating systems website services misleading triggers How might we make each step better? What ideas do we have? What have others suggested?