



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

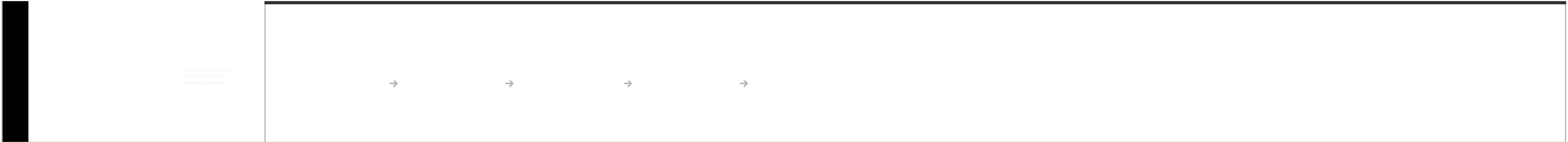


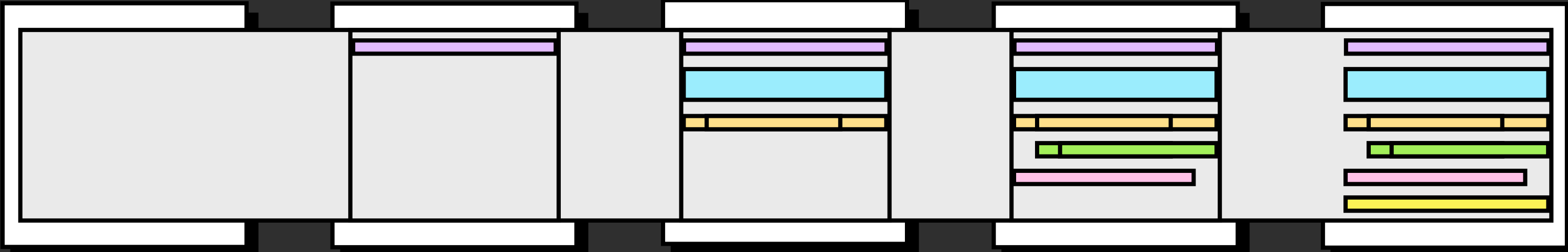
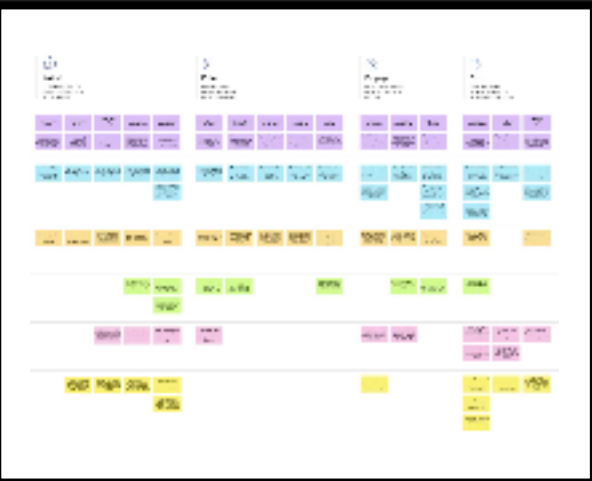
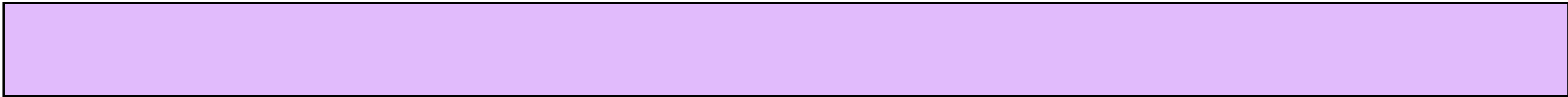
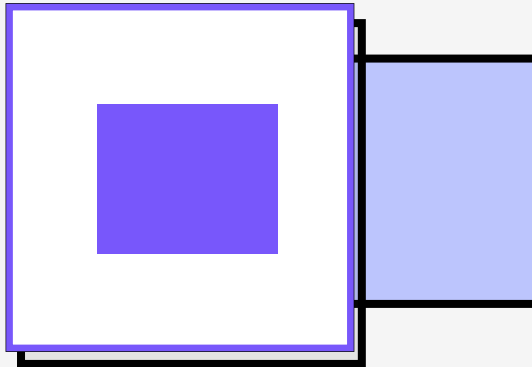
Project Design Phase II - Customer Journey Map

Project Title: Predicting the energy output of wind turbine based on weather condition

Team ID: PNT2022TMID44533

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Through Advertisements</div> <div>Through Friends</div> <div>Through Browsing</div> <div>User comes to know about the website and starts exploring it</div>	<div>Through Recommendations</div> <div>Financial Insecurity</div> <div>Ineptitude</div> <div>User's past moments with the field makes him a bit hesitant while entering</div>	<div>Get to know about various other locations</div> <div>Get involved in extensive networking</div> <div>Learn about your talents and weaknesses.</div> <div>Learn the many skills needed</div> <div>Acquire the necessary technology</div>	<div>Update to the most recent technological developments</div> <div>Self assurance</div> <div>Inspiration and tenacity</div>	<div>For the benefit of others, spread the word about this experience to your network.</div> <div>Maintain Contact</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div>People: Who do they see or talk to?</div> <div>Places: Where are they?</div> <div>Things: What digital touchpoints or physical objects would they use?</div>	<div>User gets to know the status in other locations</div> <div>User gets to know the potential locations</div>	<div>Technology Upgradation recommendation</div>	<div>Keep track of fresh developments</div> <div>Keep an eye out for profits</div> <div>Keep an eye out for more farms.</div>	<div>Posting one's own encounter for other people</div>	<div>Communication with other users</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>User: To get to know the output</div>	<div>User: To get the right output and location recommendations</div>	<div>User: To thoroughly assess the conditions</div> <div>User: To update and fine-tune the technology</div>	<div>User: To complete background check and start the production</div>	<div>User: Have good profit</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>To be able to dream goals for free</div> <div>To have free access to market knowledge</div>	<div>Excited about fresh possibilities</div> <div>Feeling upbeat about the future</div>	<div>Enlarge your market</div> <div>Gain self-assurance by venturing</div>	<div>An increase in self-assurance</div>	<div>Assurance of resources</div> <div>Personal development</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Societal Pressure</div>	<div>Pessimistic thoughts of loss</div> <div>Pessimistic thoughts or bad place of turn</div>	<div>Frustration due to environmental conditions</div> <div>Fear of losing farms</div> <div>Uncertainty about the future</div> <div>Anxiety about making a living</div> <div>Anxiety of the future</div>	<div>Not getting the dream fulfilled</div>	<div>Imposter Syndrome</div>
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Clear explanation of market</div>	<div>Registering/Logging in</div>	<div>Fake market alert</div>	<div>Send regular updates</div>	<div>Send market trends</div>







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