

# CUSTOMER JOURNEY MAP



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## User journey

by the Design Team of Accenture Interactive NL

## Fertilizers Recommendation System For Disease Prediction

### FARMER USER JOURNEY

1 Phases	Obtaining Information	Seedbed Preparation and Purchase of seedlings	Sowing the seeds and adding Fertilizers	Field Inspections	Protective Treatments : Fungicide and Herbicides	Harvesting the crops and Storage
2 Steps	Best plants for the season Soil Condition Economic Need	Irrigation Required Preparing the soil Purchase seeds for the best price	Find the best time to sow the seeds Plan the amount of yield Add initial Fertilizers for strengthening	Check for unwanted infection Check for rodents eating the plants Check if the plants are hydrated enough Check for unwanted infection	Add Fungicide in case of any fungal infestations Add Herbicides in case of unwanted weed growth Provide enough water	Harvesting the crops Sell them off Store the remaining
3 Feelings	<div>  <div>The yield should be great for the season Quality Information Information on Demand</div> </div> <div>  <div>There shouldn't be any unforeseen weather patterns</div> </div>	The quality of the seeds should be good	<div>Enough fertilizers might provide great yield</div> <div>The seeds are not sown incorrectly</div>	<div>If field is great then yield will be good</div> <div>There shouldn't be any rodent or Weed infestation</div>	<div>Prevent the fungus and extra weeds</div> <div>If this phase doesn't work it might spoil the yield</div>	Great harvest = happy Farmer
4 Pain points	Restrictions in finding the right information	Incorrect irrigation	Wind Drift, Late Monsoon	Presence of rodents	Parasitic/ Fungi Infections	Risk of Harvest Loss
5 Opportunities	Good weather, Right information	Right amount of irrigation and good seeds will lead to good yield		No Signs of rodents/ Fungi		great yield and Harvest