

DATE: 05th OCTOBER 2022

TEAM ID: B2-2M4E

PROJECT: SMART WASTE MANAGEMENT SYSTEM
FOR METROPOLITAN CITES

CUSTOMER JOURNEY MAP

	AWARENESS	INTERACT	ENGAGE	SUBMIT
OBJECTIVES	How much wastage you have?	Identify the wastage ask to drop it.	Maintaining the level and area of location.	Stastistics obtained to wastage department.
NEEDS	Household bin to drop.	Sharing of bin to department.	Kind interaction with the worker.	Satisfaction.
BARRIERS	Weightage.	Must provide the type of wastage dropping.	Maintain distance while dropping.	Convinced.

