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| **DATE: 05th OCTOBER 2022** | **TEAM ID: B2-2M4E** | **PROJECT: SMART WASTE MANAGEMENT SYSTEM FOR METROPOLITAN CITES** |

**CUSTOMER JOURNEY MAP**

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|  | **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. |