

Project Design Phase-II

Customer journey map

Date	02 October 2022
Team ID	PNT2022TMID34546
Project Name	Emerging methods for early detection of forest fire

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Keep tracking of climatic changes	Collect data and image processing Register previous records of fire range in detector Forest fire are spreading to area of the forest, endangered resources, in a forested landscape	We can track the accurate location where forest is in fire GPS is connected and we can know the accurate location of fire A camera of every forest that is connected and using an image sensor, sending pictures to the cloud and get a real-time data Shape of the satellite images to observe, detect, and report fire events	Prevents the area from spreading of fire The device is also used in households to prevent fire accident If high temperature tolerance is improved.
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	We want to collect the data To avoid risk for animals	Early warning and immediate response to a fire event are critical in avoiding great environmental damage Always aware of Detector to be in good condition Detection of fire pattern	Using deep learning algorithm and conventional neural networks Implementation of the wireless network infrastructure to observe the fire events exist in all areas Alert system could be used to alert people, information and resources Set the limits of sensor range to detect disaster	Detectors results can be shared with firefighter It will also be used to detect volcanic eruptions Its a wireless device so its compatible
Touchpoint What part of the service do they interact with?	Detecting forest fire with high accuracy using sensors in challenging environment	Detectors from this system is connected to the cloud and sending data to the cloud Forest firefighters are notified immediately, monitoring and potentially dangerous situation Temperature sensor, humidity sensor are installed	While getting alert notification we can prevent forest fire Alert system could be able to save property infrastructure, wildlife habitat and ecosystem Camera mounted are used to observe the fire flames, infrared and visual problems It is not frequent fire on large scales, cause air pollution/private or biodiversity	Task of sharing it to improve efficiency of the device Detecting device will be available for all the forest officers Forest officers provide safety of the plants and animals
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😨	😟	😟	😟
Backstage				
Opportunities What could we improve or introduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
Process ownership Who is in the lead on this?	Constant monitoring and transmission of live video	Conversion of video into frames	Alert system could be able to save property infrastructure, wildlife habitat and ecosystem	Local the process in case of no fire