

## PROJECT DESIGN PHASE – II

### Customer Journey

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Project Name	Real-Time River Water Quality Monitoring and Control System
Marks	

### Customer Journey Chart

The customer journey map we have created here is that to understand the user interactions & experiences with our application titled, real - time river water quality monitoring and control system (Entry to Exit).



Journey Steps Which step of the experience are you describing?	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?
Steps What does the person (or group) typically experience?	To install the app in a proper way	Visual Interface Sign up with relevant details Verify with related details	Customize your profile Complete the profile section Move to quality monitoring Check the needed result	Output verification Proper sign out procedure Exit the application
Interactions What interactions do they have at each step along the way?	Check the output Verify whether the output is right	Interact with our users Instant replies Check with relevant formulas coded	All doubts are cleared 24 hours of service is available in our app Output images can be viewed if necessary Interaction done only with proper verified login	Grievances Sections is enabled Proper Measurement analysis with the user Entry and Exit Path
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Quality of water monitoring	Better Login Good looking interface Fast entrance view	Better interaction facility Active help centers Instant reply for queries Engaging app usability	Proper App Entry & Exit Smooth Interface facility Attractive View with pictures
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Monitoring application activities	😊	😞	😞
Merits and Demerits				
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	We will provide a best user friendly	The application provides help lines to	The quality of the water will be executed with	Repeated number of output results are
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Internet Connectivity varies with places	Repeated number of outcomes for better	Result vary at times due to temperature	pH value of the river water may vary due to