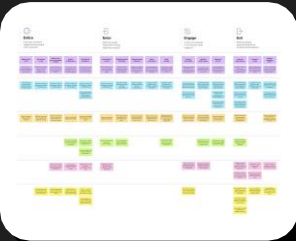


Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

REAL-TIME WATER QUALITY MONITORING AND CONTROL SYSTEM

TEAM ID: PNT2022TMID35688

<div>SCENARIO</div> <div>Testing and Experimenting with various water sources</div>	<div> PREREQUISITE</div>	<div> PROJECT FLOW</div>	<div> WORKING</div>	<div> BENEFITS</div>	<div> OUTCOME</div>
<div><div></div><div>Steps What does the person (or group) typically experience?</div></div>	<div><div><div>Techniques</div><div>Internet of Things and remote sensing are now available.</div></div><div><div>purpose</div><div>Purification of water resources</div></div></div>	<div><div><div>sites</div><div>It is required to monitor water quality in broad areas such as lakes, rivers, and aquaculture.</div></div><div><div>Process</div><div>IoT and remote sensing methods are used to collect and analyse data from the far-off places.</div></div></div>	<div><div><div>Info Transfer</div><div>After that, the values are contrasted with the cutoff value.</div></div><div><div>The sensor values will be determined by an Android application, evaluated on the cloud, and user warnings will be sent.</div></div></div>	<div><div><div>It has the potential to reduce the pollutants in water.</div></div><div><div>It transforms into drinking water.</div></div></div>	<div><div><div>The relevant authorities can take action to improve the water quality so that it is more suitable for human use.</div></div><div><div>It has a high frequency, a high mobility, and a low power.</div></div></div>
<div><div></div><div>Interactions What interactions do they have at each step along the way?<ul style="list-style-type: none">■ People: Who do they see or talk to?■ Places: Where are they?■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div><div><div>Remote monitoring and Internet of Things (IoT) technologies can provide real-time data access.</div></div><div><div>Can be seen visually on a server computer.</div></div></div>	<div><div><div>to assess the quality of the water by measuring its conductivity, pH, temperature, and other factors.</div></div><div><div>It monitors, collects, and analyses data from remote areas.</div></div></div>	<div><div><div>The user will receive an SMS notice if the obtained amount is higher.</div></div></div>	<div><div><div>Using IoT integration can greatly assist people in being aware of the dangers of drinking polluted water.</div></div></div>	<div><div><div>It may be expanded into a local area's efficient water management system.</div></div></div>
<div><div></div><div>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div></div>	<div><div><div>Customer requests that the system have several sensors.</div></div><div><div>It is used to measure the water's physical and chemical characteristics.</div></div></div>	<div><div><div>The goal is to create a system that uses wireless sensor networks to continuously monitor river water quality in remote locations.</div></div><div><div>Need for reduced power consumption</div></div></div>	<div><div><div>The data will be kept in the cloud or on local storage devices.</div></div><div><div>The client guesses the water quality using the sensed values.</div></div></div>	<div><div><div>The client needs a system that is inexpensive.</div></div><div><div>Water pollutants must be found by the sensors.</div></div></div>	<div><div><div>The problem is that traditional methods, such as employees, need them to visit each tank or river to gather data.</div></div></div>
<div><div></div><div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div><div>This project has successfully completed its goal of monitoring water quality data (pH and temperature).</div></div></div>	<div><div><div>In an IoT setting, a reconfigurable smart sensor interface device is used to implement a water quality monitoring system.</div></div></div>	<div><div><div>The suggested system captures characteristics of water pH and turbidity on the water's surface.</div></div><div><div>With high speed from a variety of sensor nodes</div></div></div>	<div><div><div>It will be of great assistance to customers to cease utilizing contaminated garbage and to stop contaminating the water.</div></div></div>	<div><div><div>It was resolved by the development of a low-cost water quality monitoring system with a vast coverage area.</div></div><div><div>It was credited for its long-term operation, flexibility, and repeatability.</div></div></div>
<div><div></div><div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div><div>The customer believed that the sensors were put quite deep within the water and that their locations were fixed.</div></div></div>	<div><div><div>Sensors that rely on a power supply may need to be changed on a regular basis if they fail.</div></div></div>	<div><div><div>Mounted sensors can be damaged by natural catastrophes and aquatic creatures.</div></div></div>	<div><div><div>The maintenance cost is also very high.</div></div></div>	<div><div><div>To test other parameters ,the new sensors can be included.</div></div></div>
<div><div></div><div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div></div>	<div><div><div>The design of a real time, and low cost water quality monitoring system</div></div></div>	<div><div><div>Monitor the effectiveness of the protection and restoration measures.</div></div></div>	<div><div><div>Customers may continuously analyse data and promptly warn users to changes in the system.</div></div><div><div>It eliminates the need for unreliable and costly sampling.</div></div></div>	<div><div><div>There is no need to let the presence of radioactive risks, poisonous chemicals, and infectious pathogens degrade the quality of the water.</div></div></div>	<div><div><div>The technology offers a wide range of applications and is both functional and inexpensive.</div></div></div>

TIP

As you add steps to the experience, move each these "Five Es" the left or right, depending on the scenario you are documenting.

