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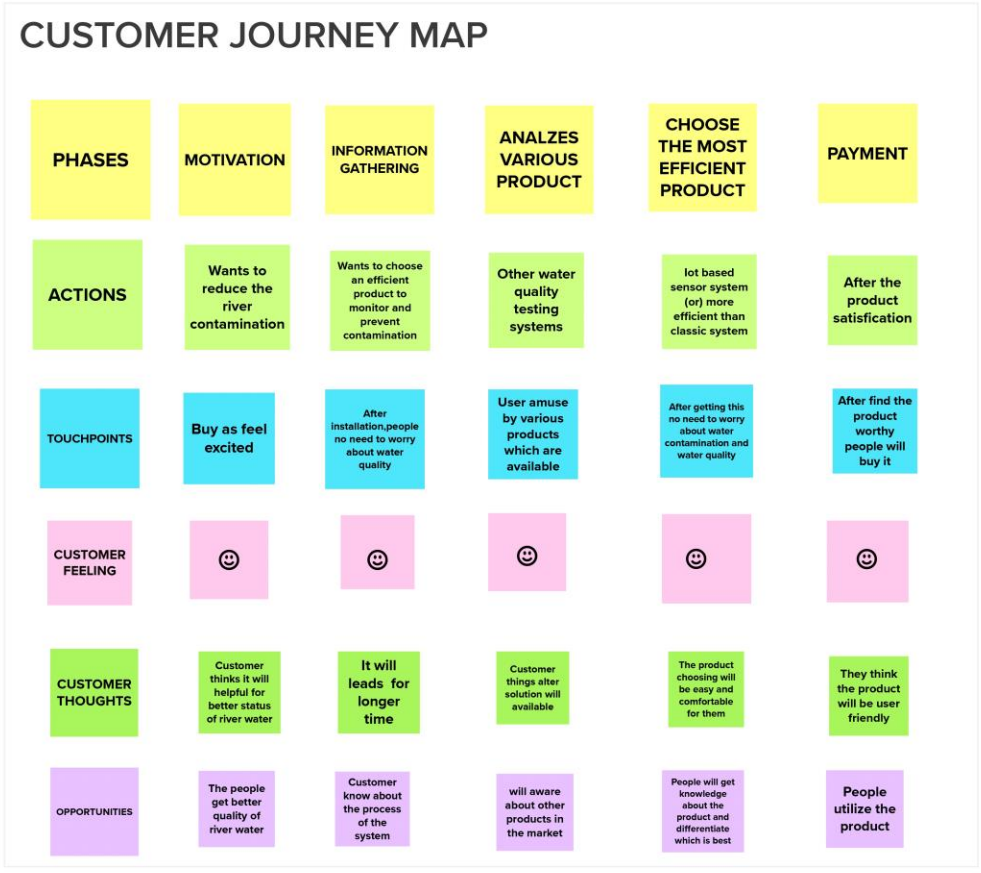
Project Name	REAL TIME RIVER WATER QUALITY MONITORING AND CONTROL SYSTEM



CUSTOMER JOURNEY MAP TEMPLATE

PROCESS	Pre-Service	Event Time	Event Time	Event Time	Event Time	Event Time
CUSTOMER GOALS	To know the pH level of the water	To know the temperature of the flowing water	To know the turbidity level of the water	To control the motor switches	To know the Humidity level of the water	SMS alert if threshold value is high or low
TOUCHPOINTS & EMOTIONAL RESPONSE	Every bio diversity in the river water affected by the harmful substances and it should be controlled by using sensors	Growth of excess algae in river kills living organisms such as Fish , sensor which monitors the oxygen level have to be fixed	Outlet of the factory chemicals are inject into river water,water purity should be noted with the help of sensor	Clarity of the water can be monitored using the Turbidity sensor	Outside the drinking water industry, customer input is often used as a valuable indicator of product safety and quality	Sending commands through the App in case of emergency
CUSTOMER THOUGHTS	Actions to be taken when the data is not available	To control the switches of the motor even if the customer is far away	Able to access the app uninterruptly by using the user name and password	Increasing the quantity of water,or by treating waste water thus reducing pollution and improving water quality	surplus in the donor basin and real deficit in the recipient basin	It can improve self-purification capacity of water
OVERALL CUSTOMER EXPERIENCE	App is very user friendly, real time water monitoring is made possible,Alerts through sms is made and able to control the quality of the river					

Recommendations

IDEAS TO IMPROVE	use of customer feedback to improve service and safeguard supplies	Water quality complaints also have been used to monitor treatment operations	If any discrepancies occured while monitoring the river water,it can cleared as soon as possible	Quantify the extent of distribution and water quality problems	Customer input has helped pinpoint problems	Survey of residential water customers to understand level of satisfaction with their local water utility