

**Project Design Phase-II
Customer Journey Map**












Date	18 October 2022
Team ID	PNT2022TMID47240
Project Name	Natural Disasters Intensity Analysis And Classification Using Artificial Intelligence
Maximum Marks	4 Marks

CUSTOMER JOURNEY MAP

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.

UX
As you add steps to a workflow, think not about "the UI" but the *why* or *how* depending on the state's role in the journey.

Natural disasters intensity analysis and classification using AI		 Entice How does someone initially become aware of this process?	 Enter What do people experience as they begin the process?	 Engage As the core elements in the process, what happens?	 Exit What do people typically experience as the process finishes?	 Extend What happens after the experience is over?
 Steps What does the person (or group) typically experience?	Users become aware of the AI model through advertisements and social media	Users become aware of this model through the government and nature protecting agencies	Values immerse captured for the intensity analysis Classification and predictive results of the disasters	Classifies the natural disaster and sets the intensity of disaster Enabling existing systems of nature and vulnerability that can harm people and environment	Delineation of the nature and extent of disaster risk Triggering an alarm to alert people if disaster is predicted	Establishing link with government and organizations for Mitigation Implementing Helpdes, Awareness and Threshold Activating Systems
 Interactions What interactions do they have at each step along the way? <ul style="list-style-type: none">People: Who do they use or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?	Interaction with people who are familiar with product In the workplaces and public places	Use of hardware or screen interfaces to communicate Interaction with technical experts	Interaction with scientists and disaster analysts Interaction with videobots for continuous monitoring	Communicate their feedback to service providers Contact the helpline in case of disaster detection	Interaction with the government agencies for taking appropriate actions Interaction with other people to spread awareness	
 Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "I'd like to avoid...")	Enable user-friendly UI To gain knowledge in the field of natural disaster classification	To make full use of the functionality of the model Easy board support	Improved response time Accurate prediction	Examining the numbers of fatalities, injuries Preventing loss of life and property	Enabling better service to customers Information based on feedback provided	
 Positive moments What steps does a typical person find enjoyable, productive, fun, rewarding, delightful, or exciting?	Motivated to save human and property Predictive algorithms and calculations for disaster classification	Designing user intuitive experiences Enabling the possibility of a continuous self-learning model using AI	Designing light-weight Web Applications Training and testing of model	Perfect forecasting without interruption Ensuring Robust Operation across services and climates	Examining the financial damage caused Implementing Helpdes, Awareness and Threshold Activating Systems	
 Negative moments What steps does a typical person find frustrating, confusing, annoying, costly, or time-consuming?	Time-consuming analysis Complexity of algorithms	Fear of losing data Costly hardware and software components	Collection of large set of data is time-consuming Fractious due to long duration of training of model	Failure due to technical issues Errors due to some error in results	Examining the false triggering and correcting it Fear of loss of life and property	
 Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Increased brand equity Advertising the model to public	Refinement of accuracy in prediction Reduction of Training and testing data	Designing light-weight Web Applications Addition of more number of data	Optimizing the AI Model with respect to real-world environment Perfect forecasting without interruption	Maximizing the uptime of the Web App Service Examining the false triggering and correcting it	