





## Project Design Phase-II

### Customer Journey

Date	12 October 2022				
Team ID	PNT2022TMID37860				
Project Name	EMERGING METHODS FOR EARLY DETECTION OF FOREST FIRES				
<b>Journey Steps</b> Which step of the experience are you describing?	<b>Discovery</b> Why do they even start the journey?	<b>Registration</b> Why would they trust us?	<b>Onboarding and First Use</b> How can they feel successful?		<b>Sharing</b> Why would they invite others?
<b>Actions</b> What does the customer do? What information do they look for? What is their context?	<div>Detection of forest fire.</div>	<div>They can continuously monitor the forest.</div>	<div>This system helps in the prevention of forest fire. It also reduces public warning.</div>	<div>Forest surveillance video camera can be used to monitor the forest areas so that we can prevent the forest and wild fires.</div>	<div>This product can be only used by corporation or governments to monitor forests.</div>
<b>Needs and Pains</b> What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narration.	<div>To avoid the forest fire.</div> <div>To decrease the impact caused by forest fire.</div>	<div>Forest fire experts are not doing well with the help of this system. Hence, we can get the information earlier and I also can help the forest fire department.</div>	<div>corporation / governments / forest fire departments have to monitor the system regularly.</div>		<div>if they have more contacts, they can share the experience to them.</div>
<b>Touchpoint</b> What part of the service do they interact with?	<div>They can interact with the forest fire department.</div>	<div>SYSTEM</div>	<div>VIDEO DEVICE</div>	<div>SPEAKERS</div>	<div>SOCIAL MEDIA</div> <div>SPONSORSHIP</div>
<b>Customer Feeling</b> What is the customer feeling? Tip: Use the emoji app to express more emotions.					
<b>Process ownership</b> Who is in the lead on this?	<div>COMMUNAL OR GOVERNMENT</div>	<div>GOVERNMENT</div>	<div>FOREST FIRE DEPARTMENT/RE ORLE/WILD LIVES</div>		<div>GOVERNMENT</div>