Project Design
Phase-II
CustomerJourney

Date	08 October2022
Team ID	PNT2022TMID30319
ProjectName	Fertilizer Recommendation System For Disease Prediction
MaximumMarks	

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Identifying what kind of disease is affected to the plants	Detail information about disease / Identification of crop condition and disease detection / Suggest the precautions that can be taken for those diseases	Collecting plant symptoms regarding disease / User can know all the details about the plant disease / Detailed report will be generated	Also to know about the disease and suggest the fertilizer / High accuracy and user friendly
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	Regular monitoring of the plants / Used to know the fertilizers for disease	Interaction about the plants condition and precautions taken to avoid plants diseases / Used to browse the symptoms of the disease	Inserting the current images of the plants / Analysing the images to identify the problems / Downloading the report of the plants that consists of entire information of the plants	Predicting the disease accurately and recommending the further process / Identifying the exact problems of the plants and giving solutions
Touchpoint What part of the service do they interact with?	Know about the information of the disease and solutions of the plant diseases	Disease prediction in ML and DL based website / Pest identification and insecticide recommendation using machine vision	CNN is mostly used for image recognition as it saves efforts / Plant leaf images to detect different types of disease / Customer can view the input page	Because its unique than other website
Customer Feeling What is the customer feeling? *Tip: Use the **emoji app** to express more emotions*	🥳	🤔	🙁	🥳
Backstage				
Opportunities What could we improve or introduce?	Fertilizers can be provided for clarification		Solution can be generated for clear understanding	
Process ownership Who is in the lead on this?	Farmer	Farmer	Farmer	Farmer and peoples