

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

Date	16 October 2022
Team ID	PNT2022TMID28979
Project Name	Project – Smart Waste Management System For Metropolitan Cities.

SCENARIO					
<b>Notification during over flow of garbage</b>	Entice	Enter	Engage	Exit	Extend
Steps	Municipalities can also deploy and maintain smart city infrastructure like capacity sensor in waste bin and wireless for Data transferring	Departure of correct place.	Receive Notification of onboard	Receive Notification of alight	Notification appears in the Phone
Interactions	Active	useful	Good		Well developed method
Goal and motivations	Reduce overflow and manpower	Onboard	Alight notification		

		notification correctly.		Reach information at correct time	Without delay
Positive moments	Time save	Cost reduction and resource optimization	Does not need any external help	Happy	