






Date	08 October 2022
Team ID	PNT2022TMID47455
Project Name	Real Time River Water Quality Monitoring And Control System

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?	<div>The customer can be the individual user, locality president or government officials.</div> <div>The customer is looking for a river water monitoring and getting the alert messages if the measured value crosses the threshold value</div>	<div>The system will ensure the people safety and to consume healthy water.</div> <div>This system monitor and alert to reduce the risk of consuming polluted river water.</div> <div>Monitors and alert at regular interval.</div>	<div>Conduct research, analyze the features and price.</div> <div>Customer chooses and installs the system.</div> <div>Undergoes free trial.</div>	<div>Gives feedback.</div> <div>Had customer satisfactions</div> <div>Quality service.</div>
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>Customer is looking for effective and high accuracy river monitoring system</div> <div>Minimization of costs.</div> <div>Easy installation.</div>	<div>Customer sees the system is, >>self-monitoring system. >>Will give quick response and alerts the user. >>Minimization of costs.</div> <div>Customer purchases the system.</div>	<div>Fully automatic with reduced manpower.</div> <div>Quick response time.</div> <div>Increased river water monitoring at lower cost.</div>	<div>2 20 min</div> <div>Trusted system.</div>
Touchpoint What part of the service do they interact with?	<div>Websites.</div> <div>Landing Pages.</div> <div>Messages to administrat or in the Q&A.</div>	<div>Live chat.</div> <div>Community.</div>	<div>Product demo.</div> <div>Assisted walkthrough.</div> <div>Live environment.</div> <div>Knowledge based supprt.</div>	<div>Email</div> <div>Word of mouth.</div>
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Backstage				
Opportunities What could we improve or introduce?	<div>Reduces the manpower, cost and safe increase the safe consumption of river water.</div> <div></div>	<div>Increase in self monitoring, ensure safe consumption of river water.</div>	<div>Increase accuracy and efficiency, reduced in time and risk.</div>	<div>Increase in reputation and profit.</div>