Template

Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Created in partnership with

Product School

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Need some inspiration?

See a finished version of this template to kickstart your work.

Open example

Project Design Phase-II- Customer Journey Map

Date	29 October 2022
Team ID	PNT2022TMID45553
Project Name	Predicting the energy output of wind turbine based on weather condition
Maximum Marks	4 Marks

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.

TIP

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

Scenario

To make aware and implement of windmill and renewable energy sources and reduce the use of non-renewable energy sources by private and Government Organizations

Steps

What does the person (or group) typically experience?

Interactions

What interactions do they have at each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

Negative moments

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

	Entice	Enter	Engage	Exit	Extend
	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?	What happens after the experience is over?
Steps	Studied in the Class about type of renewable resources Expand study about Wind Turbine in Studies Make TV Ads for make public about aware of windmill	The users will be directed to enter weather condition Using weather predict by API key User can register through mobile or email Select particular environment to place wind turbine User can create and use user id and password. the output prediction will display through the app	Users can know about app and details by clicking info button The app contains edit option anytime User can access the detail by entering city name or area name	The users can get the Finalized output By our app user can predict weather and energy output of wind turbine to. User can download and print the result User can get the results via mail.	User can give their feedback after using our app If user liked our app and they can suggest to others We send the updates via email and a window on app
Interactions	Make a team to manage the aware and implementation of renewable energy sources (wind turbines) Government increase the subvent for those who install and use the Renewable energy sources. Make an intro of these product in the social media platforms like FB, Insta and So....	Register on our app Fill details on the home page Access page via location Select particular city	Options are available in the option button Options are available in the option button Webpage redirects every 25 seconds and update details The output by trained model be 80-90% accuracy.	Data analysis section Predict using Trained model Provide Customer care and helpline for consumer related problems	User can see their Search History The application can show the output at the end Request and Respond time will be shown in the app
Goals & motivations	Reduce Use of non-renewable energy sources by renewable energy sources Overcoming and Improving the wind turbines for Getting More Energy output Make and publish the weather predict app for the users to know about their weather for upcoming 72 hours.	The app need to provide Accurate weather details Improve user friendly to make easy of access the app User can change their measurement parameters Provide appropriate analysis based on entered city	We try to improve the app and add more locations to it Displaying weather conditions of selected city Results are sent to the users registered email ID	Update our terms and condition based on user feedback Update our Features by user feedback Make cache for improve performance Make Search history Visible every time we open. make a favorite button.	Update and make improvements on the app by user feedback Update and improve by user friendly The accuracy of prediction will be noted
Positive moments	Reduce the current bill by using wind turbines Happy to get to know about the real time experience from known people Reduce the use of fossil fuels Pollution Free method for energy Inexhaustible resource creates wealth and local employment	App provides accurate information Good UI that supports ease access In search we provide all available cities on it Automatic weather condition derived from API	We provide edit option to correct incorrect details filled by user Our app will definitely satisfies users Easily get output from this app The predicted weather is relatively accurate.	Our app configure will easily understood by the users We improved the search and output result delay that will satisfy the user Our users will be feel happy	Users can view their previous o/p history at any time Good Feedback from the user We reduced the respond time of the app(server).
Negative moments	Service and maintanance of wind turbines Sound and visual are the two main public health and Community concerns associated with operating wind Turbines Oil or Lubricants leaking from wind turbines can pollute soil and water	All cities are not available in the app because of need of satallite gps improvement Weather change is the unexpected moment Login error due to poor connection of internet Due to poor internet weather cannot predict well	Certain weather changes can't updated quickly App needs location permission and internet	The need of helpline for users who need help for their problems We are trying to improve our Helpline and customer care system	If registered mail id is lost the user cannot get their previous data It is a Basic app so any time it will be crash
Areas of opportunity	The wind turbines not to be near for residentials Users can upload their reviews to let people know more about our app. Favorable sites include the tops of smooth, rounded hills.	After login its important to notify login status We assure that the user data will be kept securely. Prediction will be done automatically after select the city Measurement is be more than one parameters	The user can logout any time Depict analysis graph of energy predictions over the week for a city The user can logout any time Use more ML algorithms for train data	The login details will periodically sent to the user mail Prediction results also sent to email automatically or user configure.	If the testing of the app is good by user feedback we need to introduced in market