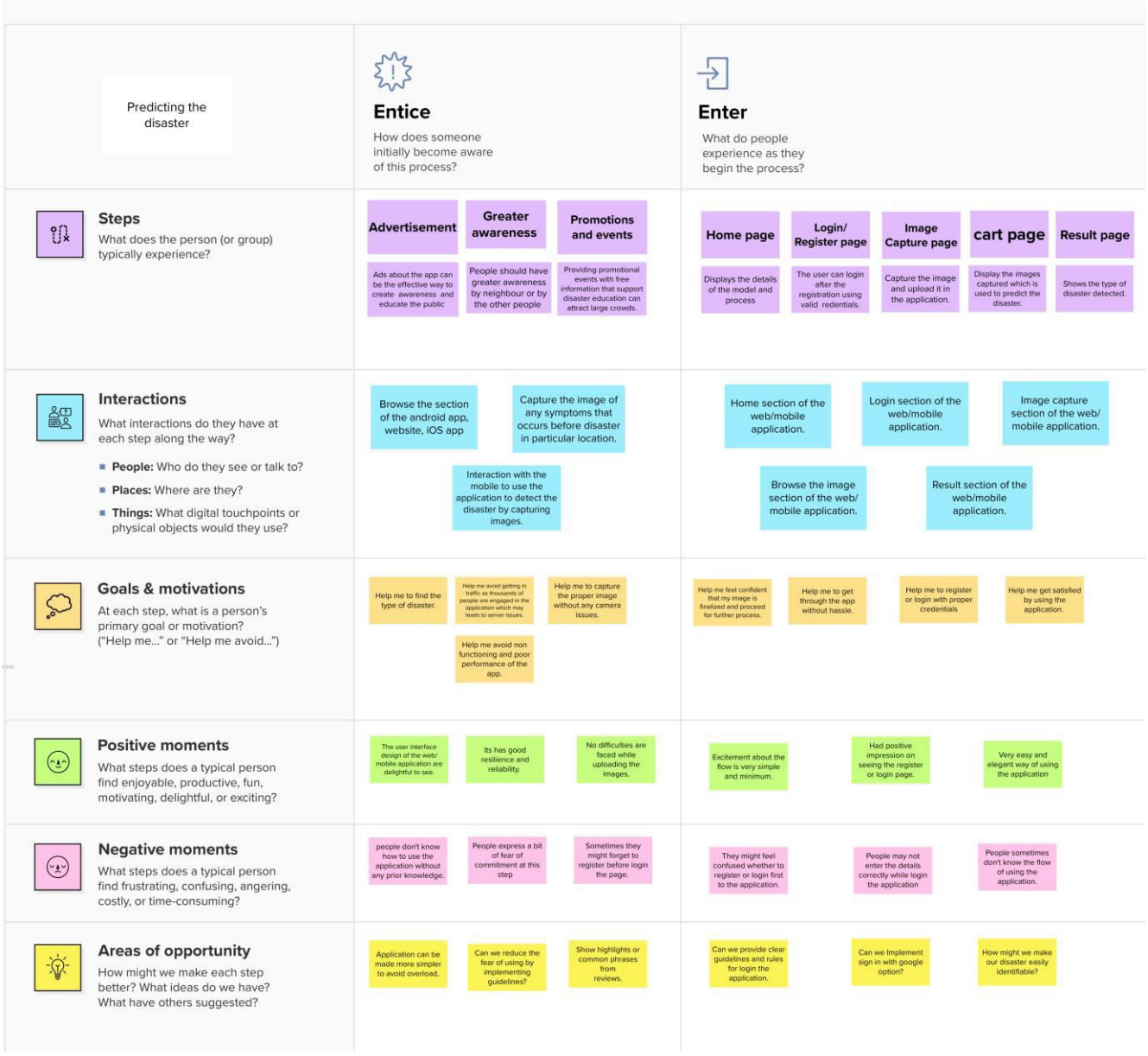
Project Design Phase-II
Customer Journey Map

Date	20 October 2022
Team ID	PNT2022TMID43250
Project Name	Natural Disaster Intensity Analysis And Classification Using Artificial Intelligence
Maximum Marks	4 Marks



Engage

In the core moments in the process, what happens?

Image capturing

The images are captured with the camera app developed in the application.

Get the details of the images

Get the details of the different images captured .

Detect the image

They detect the type of disaster by capturing the image and upload to the application

Contains the page that give access to the camera to capture the image

Disasters are detected based on the model developed .

Help me feel confident about where to go and which one of the page i have to visit.

Help me feel good that the image uploaded without any network issues

Help me feel good that the image uploaded with proper pixel size and range.

people login to the application without any issues.

People love the simplicity of the app

App responds to the user in an efficient way

Sometimes the images may not be captured clearly.

People feel that image uploading process is time consuming.

They might feel frustrated till the image get uploaded.

can we make app more accessible ?

Can we make the app SEO friendly?

Exit

What do people typically experience as the process finishes?

Output

Display the predicted type of disaster.

Log Out

The user can log Out the page after the process is over.

Review and Rating

Window that asks for the review and rating of the application used.

"Leave a review" modal window within the profile on the web/mobile application

Depending on the image the detection of disaster are identified .

User can quit the application session .

Help me leave the app with good feelings and without any inconvenience

Help me spread the word about the great app for detecting the disaster.

Help me to get good feedback about the application

People log out the app with feelings of refreshed and inspired.

People leave the app with the main of detecting the type of disaster.

People rate the application with 98% satisfaction.

People leave the website without giving the feedback and reviews.

Results may be inaccurate if image are not properly uploaded.

People describe leaving a review as an arduous process

How can we make sure that the result of the prediction can be used for further training

How to predict the disaster leaving the irrelevant or wrong data?

How might we totally eliminate the thought of underestimating the application?

Extend

What happens after the experience is over?

Personalized recommendations

Better backend recommendation systems for the customer to experience personalizations.

Disaster appears in the user profile

The detected disaster appears on the customers profile with details of date and time.

Location sharing and safety notifications

Sending personalized messages with touch of a button to anyone of the contact list.

Gets direct feedback from the user

Recommendations span across web/ mobile appication.

Help me have a knowledge on the model build .

Help me see what i could be doing next.

Help me see ways to enhance the application.

People leave the app by giving positive reviews.

People recommended other ideas that to be included in the application.

People review and provide low ratings to the application as it is not convenient for them to use

Sometimes people underestimate the app and provide bad comments.

How can we further improve the accuracy of the model

How can we analyze the customer satisfaction and improvise

How can we make sure that feedbacks are essential for the quality of the app