Project Design Phase-2
Customer Journey Map
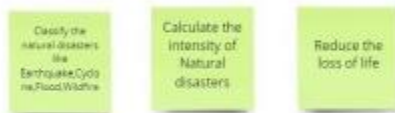
Date	27 august 2022
Team ID	PNT2022TMID38828
Project Name	Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence
Maximum Marks	4 Marks

Customer Journey Map for "Natural Disaster Intensity Analysis and Classification Using Artificial Intelligence":

Step-1: Goals and needs

Step 2: Journey Steps

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?	Customer look for the name of the incident	Contact with the public contact · Emergency · Take photo	preparedness · stay in safe area in a scenario · Practice safety drills · stay connected and updated	Creating awareness among the people · sharing the same incident to by the network friends · doing their to contact them during times of disaster
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	Unwanted advertisement · Popup messages	limited on information · Multiple verification steps · Payment information	Try mode for point · Always ready emergency kits · Mode for alternate courses · proper awareness programs should be conducted	Sharing necessary things to the people who have different · Sharing the other of routes closest through social media · Sharing disaster ideas through social setup same information only
Touchpoint What part of the service do they interact with?	Press/Media · social media · Advertisement · Flyers · Telemarketing	Email · Advertisement · google not feasible	always bring first aid · Need no travel collected · an handheld different kinds of disaster · ensure an evacuation plan	sharing different participation of disaster · sharing timely details to the people · proper acknowledgement with having the proper ideology prevention disaster
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😰	🤔	🙁	😓
Backstage				
Opportunities What could we improve or introduce?	A website can be created which identifies	The website can be made secure and more accurate so that it will	The customers can give a image as Input and the type of natural	The website can be made available to everyone who need to
Process ownership Who is in the lead on this?	After the website is created will be in charge of NDRF	The NDRF team is in lead of this website.	The NDRF team is in lead of the website	The NDRF team is in lead of the website

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Step 3: Journey Outcomes

What changes for them?

Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

Customers can easily identify the type of natural disaster.	Easy to identify the natural disaster when disaster image given as input.	Intensity identification when given a disaster image as input.

What can they finally avoid doing?

No need for the continuous searching for the type of disaster.	No need to worry about the intensity calculation of that disaster.	They may not worry about image quality. Produce accurate result.