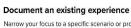
## **Project Design Phase-II Customer Journey Map**

| Date          | 27 November2022   |  |  |
|---------------|---|--|--|
| Team ID       | PNT2022TMID45772  Natural Disasters Intensity Analysis And Classification Using Artificial Intelligence |  |  |
| Project Name  |   |  |  |
| Maximum Marks | 4 Marks   |  |  |

## **CUSTOMER JOURNEY MAP**



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.

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

| Natural disasters<br>intensity analysis and<br>classification using Al  | Entice How does someone initially become aware of this process?                             | Enter What do people experience as they begin the process?   | Engage In the core moments in the process, what happens?   | Exit  What do people typically experience as the process finishes?                                      | Extend What happens after the experience is over?   |
|---|---|--|--|---|---|
| Steps What does the person (or group) typically experience?   | Users become aware of the Al model through the adventisements and social media social media | Video frames captured for the intensity analysis  Classification and prediction results of the disasters   | Classifies the natural disaster and tells the thereworky of an home people and environment of the control of th | Determination of the nuture and to alert people if disaster disaster is predicted disaster in predicted | Establishing link vitil government and organizations for Miligation Actuating Systems         |
| 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? | Interaction with people who are familiar with product                                       | Use of hardware on screen interfaces to communicate Interaction with technical experts   | Interaction with scientists and disaster analysers Interaction with videocan for continuus monitoring  | Communicate their feedback to service providers  Contact the helpfine in case of disaster detection     | Interaction with the government agencies for table; appropriate functions screed awareness    |
| Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me" or "Help me avoid")   | Simple user friendly  Ul  To gain knowledge in the field of natural diseaser classification | To make full use of the functionality of the model Time bound support  | Improved response time  Accurate prediction  | Examining the numbers of fatalities, injuries   | Ensuring better service to on feedback provided   |
| Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?  | Motivated to save human and and calculations for disaster classification                    | Delightful user containing of possibility of sinterface experience containing possibility of searching possibility of sea | Designing light weight Web Application frodel  | Periodic forecasting Without interruption terrains and climates   | Examining the financial damage and Threshold Actuating Systems                                |
| Negative moments  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?  | Time consuming Complexity of analysis algorithms  | Fear of losing data  Costly hardware and software components   | Collection of large set of data is time consuming  Frustation due to long duration of training of model  | Failure due to technical issues  Anger due to some error in resuts                                      | Examining the false triggering and correcting it  |
| Areas of opportunity How might we make each step better? What ideas do we have? What heve others suggested?   | Increased brand loyalty Advertising the model to public                                     | Betterment of accuracy in prediction Retrieval of Training and testing data  | Designing light weight Web Addition of more number of data Application   | Optimizing the AI Model with respect to real world environment  | Maximizing the uptime of the Web App Service Examining the false triggering and correcting it |

## **Submitted By:**

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