Team id	PNT2022TMID48179
Project name	Real- Time River Water Quality Monitoring and Control System
Mark	
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CUSTOMER JOURNEY

SCENARIO: Browsing, booking, attending, and rating a local city tour	MOTIVATION How does someone initially become aware of this process?	INFORMATION GATHERING How does someone initially become aware of this process?	ANALZES VARIOUS PRODUCT What do people experience as they begin the process?	EFFICIENT PRODUCT In the core moments in the process, what happens?	PAYMENT What do people typically experience as the process finishes?
Steps What does the person (or group) typically experience?	wants to reduce the river contamination	wants to choose an efficient product to monitor and prevent contamination	other water quality testing systems	Iot based sensor system (or) more efficient than classic system	after the product satisfaction
Interactions What interactions do they have at each step along the way? ▪ People: Who do they see or talk to? ▪ Places: Where are they?	buy as feel excited	After installation, people no need to worry about water quality	user amuse by various product which are available	after getting this no need to worry about water contamination and water quality	after find the product will buy it
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	after find the product staisfication	buy as feel excited	user amuse by various product whicj are available	after getting this no need to worry about water contamination and water quality	after find the product worthy people will buy it
Positive moments					
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	customer thinks it will helpful for better status of river water	it will leads for longer time	customer thinks after solution will available	the product choosing will be easy and comfortable form them	they think the product will be user friendly
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	the people get better quality of river water	customer know about the process of the system	will aware about other product in the market	people will get knowledge about the product and differetiate which is best	people utilize the product