





Project Design Phase-II

Customer Journey

Date	31 October 2022
Team ID	PNT2022TMID47456
Project Name	SMART WASTE MANAGEMENT SYSTEM

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?	Detection of fill levels in trash and proper waste collection	Continuous garbage monitoring and managing them effectively	To connect the bins with the web Application Proper waste removal helps to improve air and water quality	Eases the burden on landfills and keeps the environment clean and fresh
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	Regular collection of waste and proper waste management Overfilling of dustbins and waste spilling into the land	To have enough knowledge on handle the IOT based devices	Regular checking of waste filling according to the IOT based procedures	Protection of human health and environment
Touchpoint What part of the service do they interact with?	Web Application, sensors and devices are connected through IOT system	web application Devices and sensors connected	Alerts by message Notification to authorized person	Monitor and analyze the filling pattern of bin in a particular area
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>				
Backstage				
Process ownership Who is in the lead on this?	RESIDENTIAL PEOPLE	RESIDENTIAL PEOPLE	COMMERCIAL	RESIDENTIAL PEOPLE

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