

# CUSTOMER JOURNEY MAP

Phase	Motivation	Level Checking	Notifies owner	sends message to authority	Garbage truck is sent	Feedback
Activities Performed	To have clean environment	Detects the garbage level	Alerts the owner that the bill is fill.	The message is sent to the authority to collect the waste	Receiving the notification form 5 houses the truck is sent	Rating is given to the authority
Emotions	Happy to try something new	Excited as the waste are not damping	Alerts the person when the garbage reaches certain level	Pleased as it is easy to use	pleased as the wastes are collected on time	Satisfied about the work
Overall Experiences	Excellent	Very Good	Good	Average	Good	Good
Customer Expectations	Wants to live a healthy and hygeinic life	They filled reassured about filling of waste	Worries less about waste management	They are useful as the people	To be available at timely intervals	Can give a belief about their experience and the working