

## Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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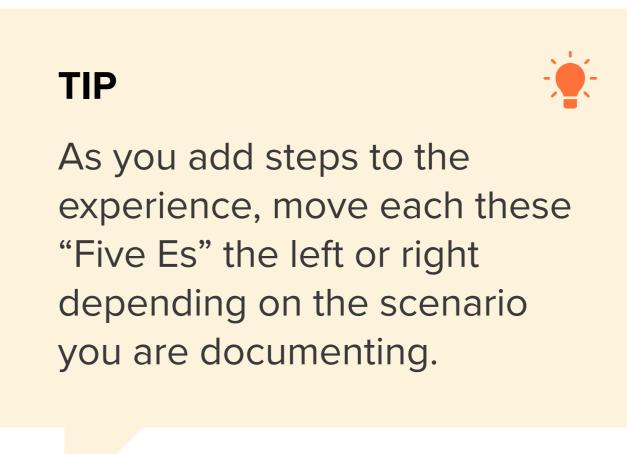
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## Document an existing experience

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.



Browsing, booking, attending, and rating a local city tour	Awareness	<b>Deliberation</b>	Acquirement	Service	Loyalty
Steps What does the person (or group) typically experience?	The public should be aware of the project that is being published  The awareness should be given in a way that the public make best use of the project	People might face problems or issues while using project for the very first time and these issues or problems must be rectified on time  Collection of waste might take time or delay due to internet connectivity and people may face issues and this should be rectified	As the system is efficient, people may not face any difficulty most of the time because the core parts include the sensor activity and cloud server.  In case of emergency people can communicate via truck drives to detect and collect the weste in a schedules time within the city.	People can feel and breath fresh as they experience their surrounding clean and hygienic  This project makes the garbage collection easy and time effecient	People tend to use this in their day-to-day life as they find it useful and time efficient  People may tend to recommend this project to their friends form other cities
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?	If any problem occurs we might get queries from few people as interaction with every person can not be positive always  The interaction includes location sharing and timely collection of the garbage waste in the city  Interaction is very important as system may file any time due to lack of proper internet facility	People may not feel convinient if they face any issues in internet connectivity  Queries can be sent to admin through website if the garbages are not collected on time  Confusion over the places can be avoided if correct places are alloted for the bin's	The Sensor monitor's the garbage collection and detection  The truck drivers admin officials and sensor's monitors the place and loacation of the garbage that is to be collected	While experiencing the project people may feel the environment clean and hygienic  People may feel the environment clean and hygienic	The risk of disease will become less in the future after using it propely and people will continue to use it  This kind of system will be recommended by the government to other cities
Goals & motivations  At each step, what is a person's primary goal or motivation?  ("Help me" or "Help me avoid")	People become aware of the project and get motivated to use system efficiently  Proper education about the system should be given to the public to become aware of the system	To help minimize the scrap generations and waste production right garbage maintaining practices should be taken  People should learn to reduce ,reuse and recycle things to minimize the waste production	The people and environment may get used to or updated to the newest technology in this process  The core processors makes the process simple and reliable	The people get used to the easier way to dispose their waste  People may experience any issues during the waste disposal and it should be solved on time	The system or project is useful for people.  This project ensures pollution free environment to people
Positive moments  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	When people breath fresh oxizinated air in clean environment, it creates happiness and excitement in people's mind  This system is time efficient as they can tak care of other works and also creates the healthy living environment with fresh air	While being in the process they feel excited nd motivated to keep the environment clean  This process is time efficient and useful	To Make the environment clean this waste management project is a positive approach  The core processors should be designed impactfully to make the system and the cleaning process efficient	As the process fnishes, the amount of waste we generate is closely linked to our consumption and production patterns.  With proper planning we can overcome the problem of dermo graphic changes	Waste management becomes efficient with good system configuration  Waste management system reduces the air pollution ,climate change, soil and water
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Lack of knowledge about the system process might cause the failure of the project and its motive  To make the system efficient all the negatives should be made positive	Dumping waste in sea and sea shores may cause harm to marine and wildlife  Due to in proper disposal of waste might cause mosquitoes that are disease carrying to spread sickness and death	Actions can be taken if the sensors detect any bacteria that causes diseases  Even if people are aware of system, waste impacts the environment indirectly	Problem may not be addressed in correct timing even if the process finishes and their might still be some confusion  The amount of waste we generate might also increase with dermo graphic changes	The project or system's implementation becomes less efficient with improper management of system  The major cause of the system collapse might be pollution
Areas of opportunity  How might we make each step better? What ideas do we have?  What have others suggested?	At the beginning the system is new so that the cost and design will not be good but with experiencing we realize the means and importance of the system  The idea we suggest in our project is to create an efficient system for proper garbage management	People may face some issues at the very beginining and it will be rectified with some proper remedies in the future  No one would say NO for clean and neat environment with our waste management system  System	The core idea includes innovative sensors, GPS monitoring systems, bacteria sensing and cloud networking.	The system is very flexible and efficient and it provides the great experience for people.  The system is recommended to other cities by people as they feel it very useful	To conclude, this system is for the betterment of the environment and the health and safety of humans and animals

