Project Design Phase-II
Customer Journey Map

Date	09 October 2022
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Project Name	Real-Time River Water Quality Monitoring and Control System.
Maximum Marks	4 Marks

❶ Phases

High-level steps your user needs to accomplish from start to finish

Fix the sensor in water	Getting sense in water purity	If contaminated water is contained in river	send the alert SMS to the user mobile and station alarm is on

● Steps

Detailed actions your user has to perform

| Using Arduino board to connect the sensor LCD | To use temperature sensor, PH sensor, display, WiFi module,etc... | To check the water purity in river using sensors | To check the level of percentage in water purity in river | Chemical wastage, Sewage contaminated in river water | Death of aquatic life forms in river water | Automatically send the SMS to user mobile. | To close the dam valve |

❸ Feelings

What your user might be thinking and feeling at the moment

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| Informative Insights | Illustrative historical reports | Preventive maintenance checks | Instant alerts | Seamless communication | Cost reduction | Scalable solution |

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| Degrading water quality | Reduced water levels, water consumption patterns | Lack of backup resources are a few challenges that water based industries currently face | The reckless use of water has adversely affected biodiversity | Natural habitats to a point where it has become scare across major regions |

❹ Pain points

Problems your user runs into

| Dirty water causes water borne diseases by human | It is destruction of whole ecosystem in river water | River water pollution caused by phenomena | Pollutes the natural rock aquifers affecting the groundwater | It effects contaminated river water for plants and animals | Some items that may be present in waste water in such concentrations that they are toxic for plants |

❺ Opportunities

Potential improvements or enhancements to the experience

| Protect human health and avoid the costs related to medical care, productivity loss and even loss of life | Provides the objective evidence necessary to make sound decisions on managing water quality today and in the future | To ensure that our waters can continue to support the many different ways | To ensure contact center touch points with customers are consistent with the brand promise |

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