Project Design Phase-II

Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID01563
Project Name	EMERGING METHODS FOR EARLY DETECTION OF FOREST FIRE

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 forest fire.	They can continuously monitor the forest.	This system helps in the prevention of forest fire .It also reduces global warming.	Forest surveillance video cameras can be used to monitor the forest areas so that we can prevent the people and wild lives.	This product can be only used by corporation or government to monitor forests
Needs and Pains What does the customer want to achieve or avoid? *Tip: Reduce ambiguity, e.g. by using the first person narrator.*	To avoid the forest fire.	If there happens any suspicious activity .with the help of this system people can get the information earlier and it also alert the forest fire department.	corporation / government / forest fire department have to monitor the system regularly.		If they have more contacts, they can share the experience to them
		To decrease the disaster caused by forest fire.			
Touchpoint What part of the service do they interact with?	They can interact with the forest fire department.	SYSTEM	VEDIO DEMOS	SPEAKERS	SOCIAL MEDIA / SPONSERSHIP
Customer Feeling What is the customer feeling? *Tip: Use the emoji app to express more emotions*	😊	😇	😍		🤩
Process ownership Who is in the lead on this?	CORPORATION (OR) GOVERNMENT	GOVERNMENT	FOREST FIRE DEPARTMENT/PEOPLE/WILD LIVES		GOVERNMENT