

# Customer Journey Map

Date		2 November 2022		
Team ID		PNT2022TMID05398		
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Team Members		Sudharsan k, Vasudev SP, Suriya Narayanan G		
Project Name		Signs with Connectivity for Better Road Safety		
<b>Phases</b> High-level steps your user needs to accomplish from start to finish	<b>Travelling</b>	Traffic	Change Route	Arrived Destination
<b>Customer Feelings</b> What your user might be thinking and feeling at the moment	Happy	Sad	Happy	Happy
<b>Pain point</b> Problems your user runs	Lose consciousness accident happens	Delay every meeting we have to face that day	Difficult road path	Delay happens while road is not good
<b>Opportunities</b> Potential improvements or enhancements to the experience	My system provides flexibility traveling in implementation	Our system predict traffic earlier	More accurate deliverance	More visibility and accurate to delivery time
<b>Steps</b>	Pack the things as your required	Stuck while middle of the traffic	Find the new path	Reach the place