Project Design Phase-II
Customer Journey Map

Date	08 october2022
Team ID	PNT2022TMID10869
Project Name	Fertilizer Recommendation System For Disease Prediction
Maximum Marks	2 Marks

Customer Journey Map:

PHASES	MOTIVATION	REGISTRATION	UPLOAD PICTURE	DISEASE PREDICTION	CHOOSE FERTILIZER	SEND FEEDBACK
Actions	User need to cure the plants or crops that is affected by the disease	The user need to sign in to create the account using username and password if already done the user can login	The user can touch the camera option and can click the clear picture of the plants	The application display the disease name that is affected in plants	The application shows the various fertilizer that is related to the disease and the user can choose one	The user can send feedback after using the fertilizer and can type about the efficiency of fertilizer
Touchpoints	The user should be satisfied with efficiency of application	The user will be happy to complete the registration	The user will have lot of options to upload the image	The user will find out the disease of the plant	The user will have lot of fertilizers to cure the plant disease	The user can even contact the experts by sending feedback
Customer Feeling	☺	☺	☺	☹	😐	☺
Customer Thoughts	User thinks it will be helpful for them to find out the disease accurately that is affected in plants	The user will think what will happen if I didn't complete the registration	The user cannot take a clarity picture of their plants	The user will think what if the plants is affected by incurable disease	The user will be confused about choosing the best fertilizer	The user will be sad if he didn't get to know any experts guidance
Opportunities	The user will get any other application for the disease prediction in plants	The user can choose the alternate account for sign in or they can check their network connection	The user can re click the picture if it is not clear or can use alternate phone for camera quality	The user can also confirm the disease with agricultural experts and other farmers	The user can give possible searches for the fertilizer they are looking for and can ask suggestions from agricultural experts	If the user face any misconception in the feedback section thay can arise the report