Project Design Phase-II

Customer Journey

Date	17 October 2022
Team ID	PNT2022TMID00473
Project Name	Emerging Methods For Early Detection Of Forest Fires

Customer Journey Map

JOURNEY STEPS	DISCOVERY	REGISTRATION	ONBOARDING & FIRST USE	SHARING
ACTIONS	Detection of Forest Fire	They can oversee the forest	Reduces Global Warming	Recommending the app to other governments
NEEDS AND PAINS	• To prevent lives • To avoid destruction of trees	If anything seems like smoke or fire it alerts the fire department	Regularly the system should be monitored	Share experiences to all the contacts
TOUCH POINTS	They can communicate with the government and forest officers.	System	CCTV Cameras	Social Media
CUSTOMER FEELING	😊	👍	🤩	😍
PROCESS OWNERSHIP	Government or Forest Department	Government	Tribes/Wild lives/Forest Department	Government