

## Customer Journey Map

Date	09 October 2022
Team ID	PNT2022TMID15074
Project Name	Real-time River Water Quality Monitoring and Control System



### Local Authority

Local Authority is a person who represent his/her locality people about the quality of the water, if the water is contaminated they protect the people from drinking it.

What are their key goals and needs?

- periodical status about the quality of water
- accurate and correct prediction of water quality
- remote access and covering all locality water bodies

What do they struggle with most?

- parameters to determine the water quality
- hardware sensors to measure water quality
- knowledge about usage of application

What tasks do they have?

- collect information about local water bodies
- make people aware about the water quality
- prevent any disastrious event from happening

What changes for them?

### Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

- Access the application from remote locations
- Check the quality of water with single click
- Receive SMS alert message if water is contaminated

What can they finally avoid doing?

- Prevent water diseases and death of life
- Avoid consuming contaminated water
- Accessed remotely which avoids travel to specific places

What changed in my environment?

- Mode of access by people (UI)
- Using of high quality sensors
- Automatic SMS alerts generated