

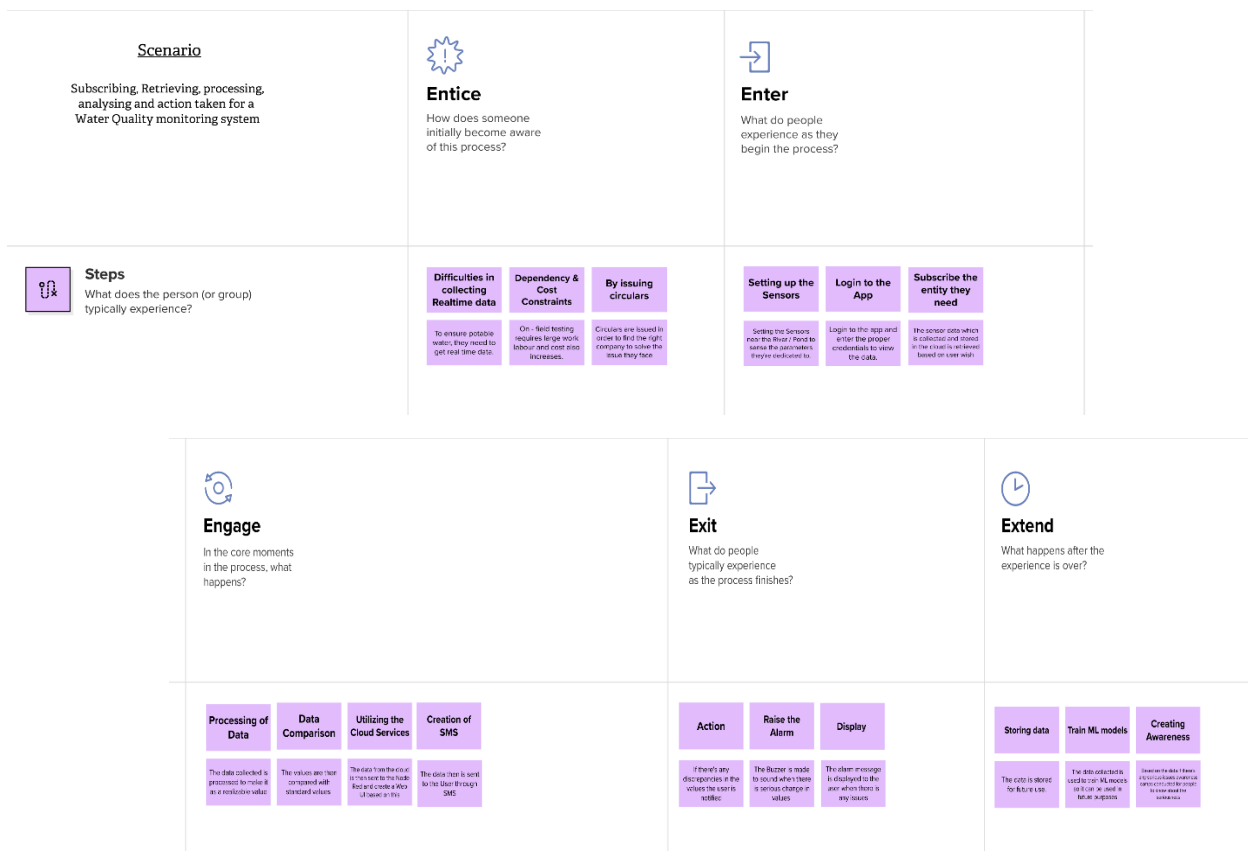
## Project Design Phase – II



### Customer Journey Map

Date	14 October 2022
Team ID	PNT2022TMID00516
Project Name	Project – Realtime River Water Quality Monitoring and Control System
Maximum Marks	4 Marks






#### Realtime River Water Quality Monitoring and Control System



 <h3>Interactions</h3> <p>What interactions do they have at each step along the way?</p> <ul style="list-style-type: none"> <li><b>People:</b> Who do they see or talk to?</li> <li><b>Places:</b> Where are they?</li> <li><b>Things:</b> What digital touchpoints or physical objects would they use?</li> </ul>	<div>They think that our solution can be used as the way of the user without any effort and time</div> <div>The user has to be dependent on large amount of data to get the real-time data</div> <div>The user has to be dependent on large amount of data to get the real-time data</div> <div>They go to the best site and co-ordinate the things for testing</div> <div>The user also has to interact with the surrounding people to cooperate with them</div> <div>They set up the equipment for the testing</div> <div>The equipment used for the testing is costly</div>	<div>The setting up of the equipment takes lesser effort and time</div> <div>The user interact with the app for initial setup</div> <div>The user interact with the app to subscribe to the entity they desire</div> <div>They go to the concerned place and place the set up</div>
 <h3>Goals &amp; motivations</h3> <p>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</p>	<div>Help me to get real-time data</div> <div>Help me to avoid cost constraints and dependency on others</div> <div>Help me to learn about the view or whether my opinion is the right solution</div>	<div>Help me to choose better sensor's for accurate sensing of data</div> <div>Help me to login into the app</div> <div>Help me to find and subscribe to the entity I desire</div>

<div>The user wait for any distress messages or signals from the setup</div> <div>The user wait for any distress messages or signals from the setup</div> <div>The user wait for any distress messages or signals from the setup</div> <div>The user wait for any distress messages or signals from the setup</div>	<div>The user looks for clear sound and in any distress message in LCD display</div> <div>The user is alerted because of the sound from device</div> <div>The user is notified through SMS or view in app in the display for distress messages</div>	<div>The user make sure that the processed data is stored in the cloud database</div> <div>The user uses trained models to forecast the upcoming situations</div> <div>The user interact with the people to create awareness about water quality</div> <div>The user provides guidelines to make further better clear</div>
<div>Help me to get accurate data values</div> <div>Help me to not whenever the data collected is below the level of good for value</div> <div>Help me to get any distress signal if there is any discrepancy in the value</div> <div>Help me to get distress signals through SMS</div>	<div>Help me to avoid distress signal by notifying the situation</div> <div>Help me to avoid distress situation by warning me using the alarm</div> <div>Help me to visualize data using LCD displays</div>	<div>Help me to store the processed data in the cloud</div> <div>Help me to train ML Models to forecast the situations</div> <div>Help me to send this information to alert the people to create awareness among the people</div>

 <h3>Positive moments</h3> <p>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<div>Real-time data can help to detect the situation in a more efficient way</div> <div>Usage of sensors can reduce the cost as well as make the set up more simple</div>	<div>Because of usage of trained ML models, the user can efficiently foresee the data</div>
 <h3>Negative moments</h3> <p>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</p>	<div>The Sensors used may some time give faulty values</div>	
 <h3>Areas of opportunity</h3> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>		<div>We can use some other efficient models to retrieve data</div>
<div>The user is dependent on other people's values only</div> <div>Due to usage of SMS the user can efficiently detect the data</div> <div>The data received may also come from the people who are not the user</div> <div>The observed value may vary if any factor the setup that has to be changed</div> <div>Setting up of the may take some time</div> <div>We can use some other efficient models to retrieve data</div>	<div>The data received can be notified by buzz sound too</div> <div>Instead of having use of sensors we can use our own easily devices to collect the data</div>	<div>Due to usage of ML models we can foresee the upcoming situations</div> <div>With the data available we can use some other efficient models to retrieve data</div> <div>To detect ML model we need programs</div> <div>We can use some other efficient models to retrieve data</div>



Scenario	Entice	Enter	Engage	Exit	Extend
<p><b>Scenario</b></p> <p>Subscribing, Revisiting, processing, analyzing and action taken for a Water Quality monitoring system</p>	<p><b>Entice</b></p> <p>How does someone get interested in this process?</p>	<p><b>Enter</b></p> <p>What do people do to get into the process?</p>	<p><b>Engage</b></p> <p>In the core moments, what are the processes, what happens?</p>	<p><b>Exit</b></p> <p>What do people do after the process is finished?</p>	<p><b>Extend</b></p> <p>What happens after the experience is over?</p>
<p><b>Steps</b></p> <p>What does the person (or group) typically experience?</p>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>
<p><b>Interactions</b></p> <p>What does the person (or group) typically experience?</p> <ul style="list-style-type: none"> <li>People: Who do they see or talk to?</li> <li>Places: Where are they?</li> <li>Things: What digital landscapes or physical objects would they use?</li> </ul>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>
<p><b>Goals &amp; motivations</b></p> <p>At each step, what is a person's primary goal or motivation? ("help me..." or "help me avoid...")</p>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>
<p><b>Positive moments</b></p> <p>What are the moments when the person finds enjoyable, productive, fun, motivating, delightful, or exciting?</p>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>
<p><b>Negative moments</b></p> <p>What are the moments when the person finds frustrating, confusing, requiring, costly, or time-consuming?</p>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>
<p><b>Areas of opportunity</b></p> <p>How might we make each step better? What ideas do we have? What have others suggested?</p>	<p><b>Difficulties in collecting customer data</b></p> <p>Do you have a way to collect data from your customers?</p>	<p><b>Setup up the system</b></p> <p>How do you set up the system?</p>	<p><b>Subscribe the entry they need</b></p> <p>How do you get people to subscribe?</p>	<p><b>Leave the app</b></p> <p>How do you get people to leave the app?</p>	<p><b>Share the data</b></p> <p>How do you share the data?</p>