## Customer Journey Maps

phase of journey	Data Collection	Data Management	Data Analysis
Actions  What does the customer do?	Pata is obtained From the interfaced sensors  Checking the status of the bin For threshold level	Cloud Computing  PAta retrieval From the cloud  Pata storage on the cloud	Retrieval of data from the cloud  Analysis of the data
Touchpoint  what part of the service do they interact with?	SENSOR TECHNOLOGY: Low Power Consumption, High Efficiency, High Resolution.  Customized data transfer i.e the user make use of only the threshold value to notify the truck drivers.  Automation causing the reduction in manual works.	Authentication  Security  Massive Storage	Strategic decisions  Statistics on Bin Pistribution  Statistics on Route Efficiency
Customer Thought  What is the customer thinking?  Customer Feeling  What is the customer feeling?	On time collection of wastes.  Clean Environment.  Tranquil	Excellent Accessability  Back up and Restore Pata  Improved Collaboration  Satisfication	Analysis Chart Preparation  Efficient Utilization of Bins  Hygiene
Process Ownership  Who is in the lead on this?	Municipality Center	Municipality Center	Municipality Center
Opportunities	Adaptability to all the environmental conditions.  Improvement in accuracy and transmission speed.	Improvement in mobility  Achieving Reliability	Automatic Communication with Truck Members  Improvent in Accuracy of Finding Shortest path