



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

Product School

Show template feedback

Scenario
Browsing, booking, attending and exiting a boat city tour

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Real Time River Water Quality Monitoring And Control System

PNT2022TMD41871

	PREREQUISITE <small>What does someone instant become a state of this process?</small>	PROJECT FLOW <small>What do people experience as they begin the process?</small>	WORKING <small>Is the core concepts in the process what happens?</small>	BENEFITS <small>What do people instantly experience as the process begins?</small>	OUTCOME <small>What happens after the experience is over?</small>
Steps <small>What does the person or group typically experience?</small>	Our goal can be achieved by analyzing and computing of real time data to implement the measures to be taken to purify the river water. For the IoT and WSN play a vital role to group things.	For an small water contamination or change people use several different methods, but for a large water treatment such as lake water and so on the water treatment used by many and it change amount for that this kind of system is convenient. Even though there are other methods, a dynamic and efficient quality control cannot be guaranteed. The necessity of this system is to ensure bridge handling both solutions as of IoT and real time remote management efficient for water quality monitoring and control.	After interaction system created between IBM cloud and IoT platform is constructed to created an data organization, this is included in an android app which is developed for the customers to view the sensor references via mobile. A effective message system developed that provide notifications and warnings.	The hazardous nature of water containing unconditional physical and chemical aspects are taken care of and assures perfectly purified river water resource.	HIGH FREQUENCY AND MOBILITY GAURENTED BY THIS SYSTEM CAN IMPROVE THE WATER QUALITY WHICH CAN BE USED FOR DRINKING PURPOSE. AUTHORITIES LINKED TO THIS PRODUCT CAN TAKE MEASURES IF CONTACTED.
Survey Details <small>What characteristics they have at all these strengths and?</small> • Existing systems • Potential percentage • need for the project	To access the data collected by the system we just need to use internet of things, and time continuous monitoring unit. This can be provided by the WSN which makes the the remote sensing technology handled for data collection. We can have a visual format on desktop using IBM cloud streaming analysis through machine learning in Python. Convolutional neural networks is used incorporation of values.	So the product is basically a smart technology for river quality monitoring such a way designed to analyse the pH, temperature and turbidity of water.	If the safety level of water exceeds base scale an fast sms is sent by the agent as an alert.	the knowledge through DBMS gives people consciousness of contaminated water and to stop pollution of it further more also involves them in teachings.	An efficient water management system can be developed as said before there are innovative changes given with the platform in the system design.
Goals & motivations <small>At each step what is a person's primary goal or motivation? ("help me..." or "help me avoid...")</small>	SINCE WATER CONSISTS OF MORE THAN SEVERAL ISSUES TO MEET WITH THE CONSTRAINTS MORE NUMBER OF SENSORS ANALYSING AND COMPUTING RESULTS BASED ON CONDITION OF WATER IS DEMANDED BY THE CUSTOMER	the core point is to create a time continuous system that can monitor the quality of water using WSN and zigbee for allow power cost efficient system.	there are two options of storage in this system we can either use cloud storage or external memory that can be locally used to gain sensed parameters.	Low cost is the first priority from all users that is satisfied and yet another constraint making our customers happy is that it is a high performance gain system in low cost.	Manual practices consumes time and energy and are unreliable due to change in readings occasionally, which is solved by this system providing energy and time saving and high accuracy.
Advantages <small>What does does a typical person find enjoyable, productive or fun, motivating, delightful or inspiring?</small>	Water qualities analysed through the pH and temperature sensors are computed and are stored in DBMS for the turbidity. Temperature factors of river water to be controlled using IoT device.	the interfacing of multiple sensor nodes using WSN architecture is critically implemented in the controller using IoT platform. Which itself make an dynamic powerful system to use.	The different sensor nodes each connected via WSN are dynamically involving in river water physical and chemical parameter analysis and collection of values which is efficient and quick.	IoT makes integration of all the components as analytical inferencing block. DBMS and IoT device for innovationarium giving people to learn, acknowledge and develop the product system.	As per design we used an low power consuming high end power source that can create long durability and extra life. Which creates flexible system at low cost.
Disadvantages <small>What does does a typical person find frustrating, confusing, unhelpful, costly, or time consuming?</small>	On one hand customer had disbelief in the product. Also thought may malfunction due to placement of the system deep in the water.	The disadvantage is maintenance such as dysfunctional battery power source needs to be periodically replaced.	Animal water crossing, accidental human interpretations and calamities can affect the mounted WSN to be damaged	Since a complex battery for low power unit is used the methods are not abundant and also the resources for maintenance. Hence maintenance may cost some people money.	other sensors too can be included.
Required Areas <small>How might someone reach their better? (What does does he or she? What have others experienced?)</small>	These types are products highly required in fields of a portable and real time water quality monitoring system. Also in prototype remote and automatic system in low cost manufacture.	The water quality is to be maintained so the important factor is monitoring this has to be imminent as from the values inferred that water can support living standards and see whether system is functional.	24/7 customer is open to the sensing parameter and data streams which enables them to have a reliable system providing instantaneous alert for changes in the system.	Now with this system everyone can demand a fresh river water resource instead of drinking polluted water.	large variety of applications and innovative ideas can be derived from this technology

NO
As you address to the experience, how well does it meet it? (The end of right identifying, active content, system document)