Project Design Phase-II Customer Journey Map

Date	28 October 2022
Team ID	PNT2022TMID41040
Project Name	Project – Smart Waste Management System For Metropolitan Cities.

SCENARIO **Notification during over flow of garbage**	Allure	Enter	Engage	Exit	Extend
Steps	Municipalities can also deploy and maintain smart city infrastructure like capacity sensor in waste bin and wireless for Data transferring	Departure of correct place.	**Receive Notification of onboard**	**Receive Notificat -ion of alight**	**Notification appears in the Phone**
Interactions	Active	useful	Good	better	Well developed method
Goal	Reduce overflow and manpower	Onboard notification correctly.	Alight notification	Reach information at correct time	Without delay
Positive moments	Time save	Cost reduction and resource optimization	Does not need any external help	Happy	🙂