This is the journey of a Game-Changer

Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

What are their key goals and needs?

Analyze Water quality 24/7 service water with determinant to users

What do they struggle with most?

Team Having very Having working less time knowledge

What tasks do they have?

Register their Have water quality account relater data analysis website

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	Starts to work remotely with the team	Connect social Verify by OTP Confirm free trial	Enter water Submit Form See the water data Submit Form Outcomes Information	Open form Feedback Share
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	I want a way to collaborate visually We rarely collaborate	Tunderstand how this can help me get my job done I don't give about having to pay for trying	I trust this can help me get my job done I don't waste time reading by how unfamiliar controls I don't fiddle with unfamiliar controls	I can start I can work I learn from creating right with others do it
Touchpoint What part of the service do they interact with?	Friend's recommenda tion	Registration Email Message form	Water tutorial Form Form tutorial Submission	Whatsapp Email Message
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions		>	<u>~</u>	
Backstage				
Opportunities What could we improve or introduce?	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by	Increase/decrease a leading metric by
Process ownership Who is in the lead on this?	Jeya Suriya	Jeya Suriya	Jeya Suriya	Jeya Suriya Miro

