

Customer experience Journey map

Product School

PNT2022TMID53571
Project – Gas Leakage Monitoring and Alerting System

Gas leakage monitoring & detecting system

Entice How does someone initially become aware of this process?

Enter What do people experience as they begin the process?

Engage In the core moments in the process, what

What do people typically experience as the process finishes?

Extend What happens after the experience is over?

Steps
What does the person (or group) typically experience?

Interactions

What interactions do they have at each step along the way?

- People: Who do they see or talk to? Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

Interaction with customers through

customer care

executive

Customer becomes

aware through social

media ad campaigns

They can book for a free home appointment for explanation

customer can know

about the procedure

and can go with a

demo process

Discuss with the people who have knowledge about it

Register for the

newsletter

Engaging with the audience through various platforms

Audience engage with the device through IOT applications

The people get awareness about gas leakage detection and the steps involved in it

the model is installed in the places where gas leakage monitoring is imminent

Increased visibiity throughout the

process

Customer Rating after

installing the

application

Goals & motivations

To achieve maximum reach

To minimize the accidents caused due to gas leakage

Safety and Security

Monitoring

Check for the Accuracy of the To increase the productivity

find enjoyable, productive, fun, motivating, delightful, or exciting?

Prevention of Gas leakage will save hundreds of lives in industries

Free home demo

This product can greatly spread through word of mouth

Knows that the predicted results are not always the same as the actual one

Graphical chart of the expense done

Negative moments What steps does a typical person find frustrating, confusing, angering,

costly, or time-consuming?

Bhopal gas tragedy, was a chemical accident killed 2,259. We aim to prevent these kind of accidents in the future

Customers home should be feasible to implement gas leakage detection

Many people still do not have the proper knowledge about Gas leakage detection

people sometimes don't understand the full outcome of the process

Difficult to scale to meet demands