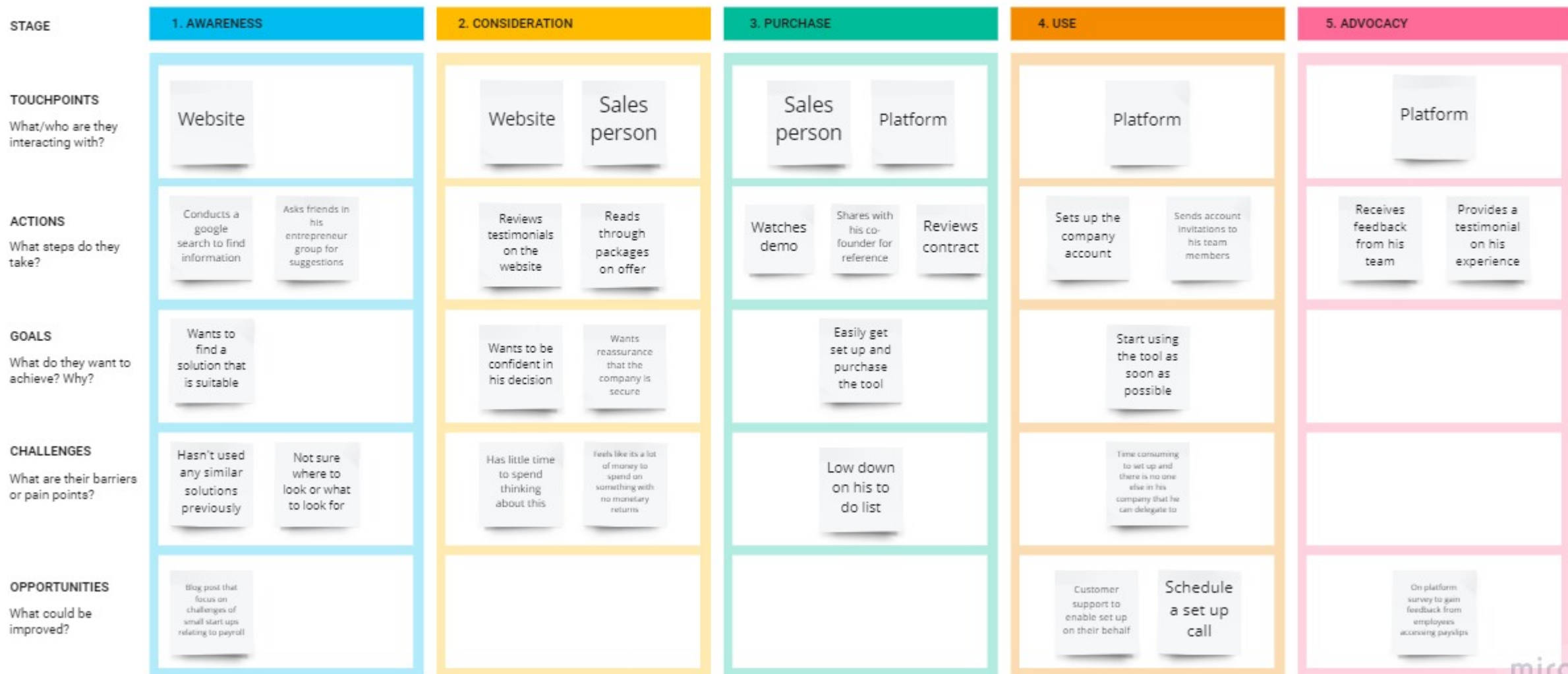


Journey map template

STAGE	1. STAGE	2. STAGE	3. STAGE	4. STAGE	5. STAGE
TOUCHPOINTS What/who are they interacting with?	A buzzer sound will heard by persons who are nearby to the system.	A message will be received to the Supervisor or Manager informing any abnormal change in device.	Alert final message to indicate any explosions in case of rise in temperature	Link that connects customer and system is display (LCD) .	
ACTIONS What steps do they take?	With the understanding that any buzzer sound perceived , employees must be aware and evacuate the place immediately	If the higher official received any message, must make sure to read and take any further steps.	A constant inspection of the device must be required.		
What do they want to achieve? Why?	Reliable services needs to be achieved to avoid fire accidents	Earlier detection of leakage can help customers to rectify the containers to make leakage-free.			
CHALLENGES What are their barriers or pain points?	As for officials it can be difficult to read all the alert messages in their busy schedules	If in noisy environments, buzzer can't be heard to anyone which in deed makes all the customers life at risk.	Since LCD has a very small inch display, it can't be seen by anyone		
OPPORTUNITIES What could be improved?	Can make a device to alert all the employees/ customers by sending messages.	Can send a message to nearby fire extinguisher in case of fire accidents.	Can make a device which can connect to the main display and indicating any leakage detection.		

Journey map



PERSONA TYPE

CEO

Start up

NAME

Matt

DESCRIPTION

Owner of a start up

Recently employed 2 members of staff

Payroll comes under his responsibilities

His time is being constantly stretched

He'd rather pay for a solution if it saves up some of his time