

TEAM ID : PNT2022TMID00248

DATE : 06/11/2022

PROJECT : Gas Leakage Monitoring and Alerting System

Customer Journey Map

Customer Journey Maps give an overview of the customer experience. How do you want your business to reach users?

SCENARIO	ENTICE			ENTER		ENGAGE			EXIT			EXTEND		
Browsing, booking, attending, and rating a local city tour														
STEPS	<div>measuring the level of oxygen</div> <div>Results of the detection were shown on LCD</div> <div>The core component of the system, the Arduino Uno, carries out the following functions</div> <div>warns people about dangers at work, at factories, and at home</div> <div>The sensor's output signal, which serves as input to the Arduino Uno, performs signal conditioning</div>			<div>A deep latent sound is produced along with buzzer activity</div> <div>Confirmation email</div> <div>Sends SMS notifications as well</div> <div>remainder of email</div> <div>The plant manager whose phone number is stored on a SIM card</div> <div>Voice call reminder</div>		<div>Arrive at location</div> <div>Discuss the region</div> <div>At a certain time, the professionals from our company meet with the client.</div> <div>The customer and experts have a discussion about suitable sites to install sensors.</div>			<div>Installation</div> <div>The user could evaluate the effectiveness of our product and service.</div> <div>The customer reviews our product and posts it for public consumption.</div>			<div>Specifically tailored suggestions</div> <div>Based on their prior purchases, clients are given gadget recommendations by our backend recommendation system.</div> <div>Personalized offers based on the customer's past purchases may be made on any purchase.</div>		
INTERACTIONS	<div>The website's device tracking area, the iOS app, or the Android app</div> <div>Compatible with Windows OS</div> <div>Linux OS compatible</div>			<div>Within the website, iOS app, or Android app is a payment overlay</div> <div>Customer's Email.</div> <div>Here, Raspberry Pi and Node Red are used</div> <div>No advertisements will appear</div>		<div>Contacts with the guide directly and clients and perhaps with other group members</div> <div>Direct communication between the client and the expert</div> <div>Help public make the most use of the resources provided</div>			<div>Interaction between experts and clients while they install setup</div> <div>Customer email (using an application like Outlook or a website like Gmail)</div> <div>On the website, iOS app, or Android app, there is a profile with other "Taste a review" modal window.</div>			<div>The product's previous purchases page on the website, iOS app, or Android app</div> <div>Services are provided that are tailored</div> <div>Deploy the sensor.</div>		
GOALS & MOTIVATIONS	<div>Create a task or a goal</div> <div>The environment from exposure to gases that could be dangerous.</div> <div>The system includes microcontroller sensors</div>			<div>The method of locating potentially dangerous gas leaks using a sensor is known as gas leak detection.</div> <div>The gas leakage is detected by Node Red, which is updated to use</div> <div>It is typical to find these sensors.</div> <div>When a harmful chemical is found, these sensors often use an audible siren to warn people.</div>		<div>Ensure the user feels protected and safe</div> <div>The first concern of the industry is the safety of its workers.</div> <div>Help public make the most use of the resources provided</div>			<div>Help people to deal with anxiety</div> <div>Gas leakage detection systems protect personnel</div> <div>Promote a great sensor that provides alerts and feedback for a less-than-stellar one by getting the word out there.</div>			<div>Help me understand my previous behaviour</div> <div>Help the user realise what they might do next</div>		
POSITIVE MOMENTS	<div>Reading testimonials from previous customers gives you comfort</div> <div>Happy about this solution</div>			<div>Embarrassed by the solution, she encouraged positive publicity for the initiative</div> <div>The current payment system is quite basic and straightforward.</div> <div>Many individuals have told us that the reminder emails were crucial, especially if they made their reservations far in advance.</div>		<div>When people meet our specialists, they often feel at ease because they are generally so good.</div>			<div>encouraging this project and providing constructive criticism</div>			<div>People enjoy reflecting on their earlier travels.</div> <div>We believe that because of the extraordinarily high engagement rate, individuals prefer these offerings.</div>		
NEGATIVE MOMENTS	<div>Sometimes people fail to enter the proper environmental parameters, which causes them to learn that the gadgets can't truly be deployed.</div> <div>Several people expressed "information overload" as they browse</div>			<div>Uncertainty regarding the purchase (I hope this will be worth it?)</div>		<div>People voiced concern and scepticism regarding where to find our specialists.</div>			<div>Whether an installation tip is necessary is a topic of debate.</div> <div>We receive relatively few reviews.</div> <div>Customers claim to be review-fatigued.</div> <div>People complain that it takes a lot of time to leave a review.</div>					
AREAS OF OPPORTUNITY	<div>A possible objection to your gas should be written.</div> <div>Greater Officials</div> <div>Facilitate comparison shopping for experiences without requiring users to click on them</div>			<div>Show highlights, frequent phrases from reviews, or "excellent guide" badges a la Uber?</div> <div>How might we totally eliminate this awkward moment?</div>		<div>How can we make our guides stand out for Instagram by donning a different cap or shirt colour?</div> <div>How can we prepare visitors to tip after the tour? (For instance, using Venmo or a similar app)</div>			<div>How can we make it obvious that leaving a gratuity is always welcome but not required?</div> <div>Could we do an A/B test to compare how different languages affect response rates?</div> <div>How can we gradually reveal the results of the review so that each step seems easier?</div>			<div>How can we maintain our personal connection even after the deal has been fulfilled.</div>		