

Project Design Phase – II
Customer Journey

Date	14 November 2022
Team ID	PNT2022TMID14654
Project Name	Hazardous Area Monitoring for Industrial Plant powered by IoT
Maximum Marks	4 Marks

Customer Journey:



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

[illegible]

② Share company handbook

Document on existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Inputs** row, document the step-by-step process someone typically experiences. Then add detail to each of the other rows.

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