

Customer Journey Map

Team ID: PNT2022TMID05711

Project Name: Gas Leakage Monitoring &

Alerting System for Industries

SCENARIO

Monitoring and Alerting Industries - Gas Leakage **Detection**



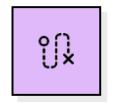
Entice

How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Steps

What does the person (or group) typically experience?

News	about
ndustrial	Accidents

The user feels

insecure so looks out

for a solution

Awareness

Eager to implement

the precautionary

measures

Information from other Industrial Friends

The user gets The user requests to suggestions from view the demo of the other industrial friends. service / product.

Request demo of **Payment** the product/service

The user pays the

service provider.

The user authorizes himself to access the dashboard & provides

Authentication & Complete **Authorization** Installation

The customer asks for complete installation of the proper access rights to service / product



Interactions

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

Employees and Public users

Industries working with Inflammable gas

Recorded / Live demo of the product is displayed to the

Payment on delivery of product/ after installation is done.

Installation of gas sensors at specific locations is done.

Installation of alarming system is done.