



Customer Journey Map

Team ID: PNT2022TMID05711

Project Name: Gas Leakage Monitoring & Alerting System for Industries

<div>SCENARIO</div> <div>Monitoring and Alerting Industries - Gas Leakage Detection</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>News about Industrial Accidents</div> <div>Awareness</div> <div>Information from other Industrial Friends</div> <div>The user feels insecure so looks out for a solution</div> <div>Eager to implement the precautionary measures</div> <div>The user gets suggestions from other industrial friends.</div>	<div>Request demo of the product/service</div> <div>Payment</div> <div>Authentication & Authorization Access</div> <div>Complete Installation</div> <div>The user requests to view the demo of the service / product.</div> <div>The user pays the service provider.</div> <div>The user authorizes himself to access the dashboard & provides proper access rights to others.</div> <div>The customer asks for complete installation of the service / product.</div>
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div>	<div>Employees and Public users</div> <div>Industries working with Inflammable gas</div>	<div>Recorded / Live demo of the product is displayed to the customer.</div> <div>Payment on delivery of product/ after installation is done.</div> <div>Installation of gas sensors at specific locations is done.</div> <div>Installation of alarming system is done.</div>