

Project Design Phase-II

Customer Journey

Date	7 October 2022
Team ID	PNT2022TMID05741
Project Name	Gas leakage monitoring and alerting system for industries
Maximum Marks	4 Marks

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?	Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	<div>Detecting the gas leakage.</div>	<div>In order to registration To fill up their information in the application!</div>	<div>To connect the gas leakage device with the mobile/ system.</div> <div>In order to check the efficiency of device.</div>	<div>While this product got fulfilled, then they may recommend to others.</div>
Needs and Pains What does the customer want to achieve or avoid?	<div>In order avoid gas leakage.</div> <div>To reduce the disasters caused by gas leakage</div>	<div>Have to enough knowledge on using this product</div>	<div>Firstly workers have to check, it regularly and work with the procedures</div>	<div>If they have more number of contacts, they may share the overall experience of product.</div>
Touchpoint What part of the service do they interact with?	<div>Using mobile or system which is connected with device</div>	<div>Mobile Application</div> <div>Websites</div>	<div>Notification through Mobile</div> <div>Speakers</div>	<div>Newspapers</div> <div>Social Media Platform</div> <div>Collaborations</div>
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	<div>😄</div>	<div>😊</div>	<div>😊</div>	<div>👏</div>
Process ownership Who is in the lead on this?	<div>Industrialists</div>	<div>Technicians</div>	<div>Trail of onboarding</div>	<div>Public</div>