

CUSTOMER JOURNEY MAP

Team ID:PNT2022TMID01812

Project Name: Gas Leakage Monitoring & Alerting System for Industries

<div>SCENARIO</div> <div>Monitoring and Alerting Industries - Gas Leakage Detection</div>	<div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div>Enter</div> <div>What do people experience as they begin the process?</div>	<div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div>Extend</div> <div>What happens after the experience is over?</div>
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Know about Industrial Accidents</div> <div>The user finds literature or looks out for a solution</div> <div>Awareness</div> <div>Edge to implement the pre-monitory detection</div> <div>Information from other industrial friends</div> <div>The user gets suggestion from other industrial friends</div>	<div>Request demo of the installation</div> <div>The user requests to know how much it will cost (service / product)</div> <div>Payment</div> <div>The user pays the bill to the provider</div> <div>Authentication & Authorization Setup</div> <div>The user follows the steps to create the different accounts (user / company / system)</div> <div>Complete Installation</div> <div>The customer sets up the complete installation of the system / sensor</div>	<div>Real-time Monitoring</div> <div>The user gets access to real-time monitoring of the gas leakage detection system</div> <div>Detect Gas Leakage</div> <div>The gas sensors detect the gas leakage</div> <div>Alerting System</div> <div>The alarm system gets triggered</div> <div>Automated generated message notification</div> <div>A message generated message notification is sent to the user</div> <div>Threats get confirmed</div> <div>The user gets confirmed</div> <div>Gas Valve Closure</div> <div>An activation is used to close the gas valves</div> <div>Ventilation</div> <div>Activated fans are turned on to disperse the gas</div>	<div>History of events</div> <div>The gas leakage history gets stored in the database and added to monitoring system</div> <div>Review</div> <div>After the history, the user reviews the system</div> <div>Safety Check</div> <div>The user sets the alarm system to monitor the gas leakage and ensure the safety</div>	<div>Past Incidents</div> <div>The incident gets stored in past data of the system</div> <div>Service Reminders</div> <div>The user gets notified about service reminders for the product</div>
<div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div>People: Who do they see or talk to?</div> <div>Places: Where are they?</div> <div>Things: What digital touchpoints or physical objects would they use?</div>	<div>Employees and Public users</div> <div>Industrial meeting with information gas</div> <div>Social Media Adverts</div>	<div>Research / 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 monitoring system is done</div>	<div>The leakage levels to start from confirmed specific locations</div> <div>Real-time monitoring of status of the sensors</div> <div>Full control of sensor by the authorized users</div> <div>Alerting for industrial workers to notify about gas leakage</div> <div>Gas leakage can start due to leakage of when the system heat or pressure</div>	<div>Dedicated content with incident information</div> <div>Request from service provider to analyze the incident</div> <div>Request from service provider to check the sensor status</div> <div>Review request from the service provider</div>	<div>Past Incidents data is stored</div> <div>Recommendation for next safety inspection</div>
<div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Prevent Gas Leakage</div> <div>Avoid fire accident</div> <div>Help to notify about gas leakage</div>	<div>Help me to secure about the industry safety</div> <div>Help me to secure about the workers safety</div> <div>Help me to feel safe and secure</div> <div>Help me to feel ready about the service provided</div>	<div>Help me to feel confident about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div>	<div>Help me to feel confident about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div>	<div>Help me to feel confident about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good about the gas leakage detection system</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Its comfortable to use the Industrial Accidents System</div> <div>Efficient implementation of industrial accidents prevention system</div> <div>Its reassuring to read past customers</div>	<div>Real safe and secure</div> <div>Real reliable</div> <div>Satisfied with service provided</div>	<div>Our product tend to be reliable but consider measure it</div> <div>People feel reliable on our product because of high safety rating</div>	<div>People feel secure and happy</div> <div>People feel back at the gas leakage incident to increase safety measure</div> <div>More efficient methods to save money from the accidents</div>	<div>People feel safety measure recommendation</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Cost</div> <div>Time of commitment in a safety provider</div> <div>People express a lot of time</div>	<div>Transition about the product provider</div> <div>Transition about the product provider</div>	<div>Fear of false alarm</div> <div>Worried about the safety of workers</div> <div>Fear of the accidents</div>	<div>No faster response to the system</div> <div>More effortful "trouble to process" gas leakage</div> <div>More efficient methods to save money from the accidents</div>	
<div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Attractive Adverts</div> <div>Provide simpler tutorials about product</div> <div>Show highlights and safety configurations of the product</div>	<div>Show highlights and safety configurations of the product</div>	<div>Faster and more accurate notification system</div>	<div>More timely response to the gas leakage incident</div> <div>More to assist the user after the gas leakage incident</div>	<div>Show to help people secure and remove the gas leakage incident</div> <div>Show to assist the user after the gas leakage incident</div>