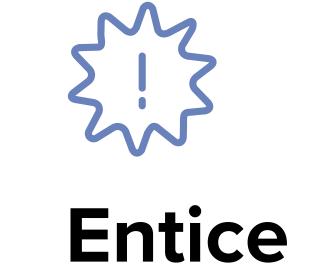
GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES

PROJECT DESIGN PHASE-II CUSTOMER JOURNEY MAP

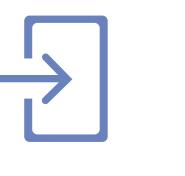
TEAM ID:PNT2022TMID39619

SCENARIO

Searching, finding and gatehhring information about the gas leakage sensors.



How does someone initially become aware of this process?



Enter

What do people experience as they begin the process?



Engage

In the core moments in the process, what happens?



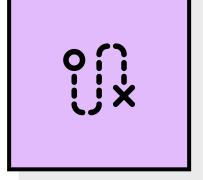
Exit

What do people typically experience as the process finishes?



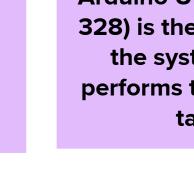
Extend

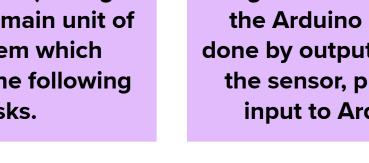
What happens after the experience is over?

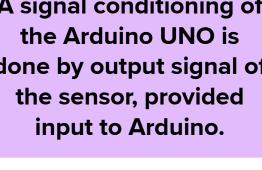


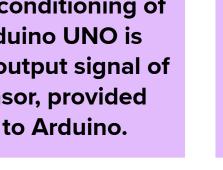
What does the person (or group) typically experience?

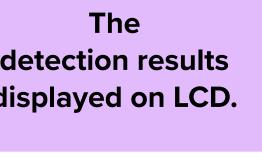




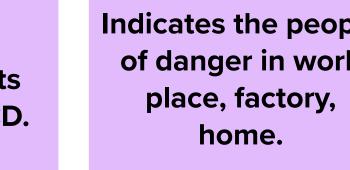


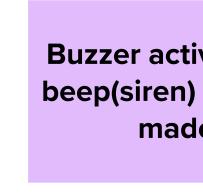




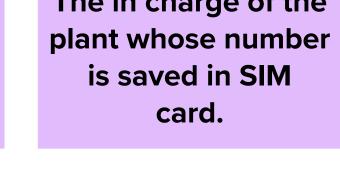




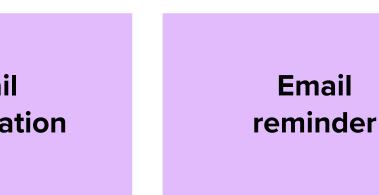






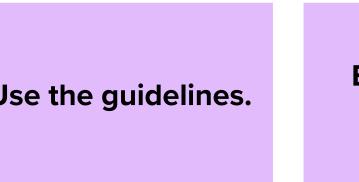








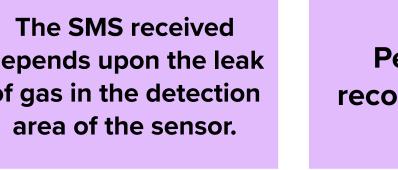




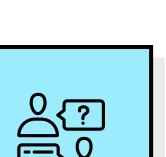






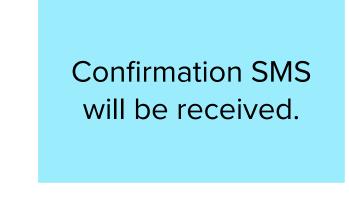


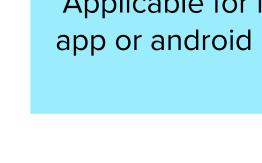


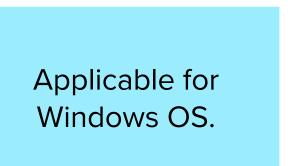


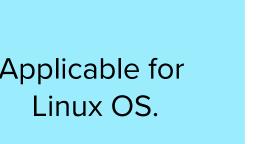
What interactions do they have at each step along the way?

- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

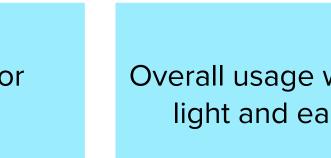


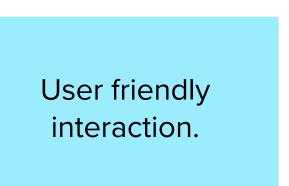


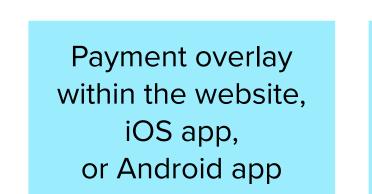


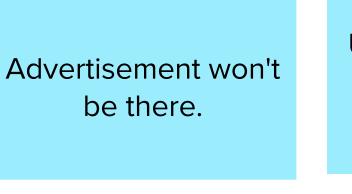


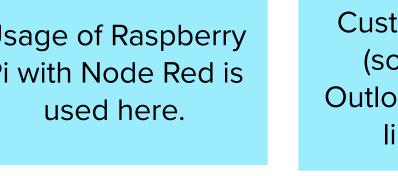


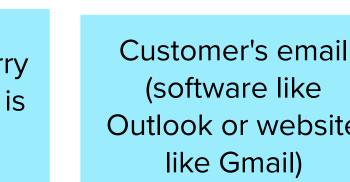


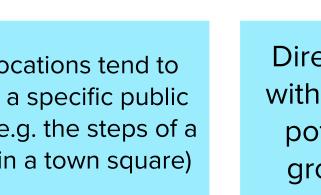


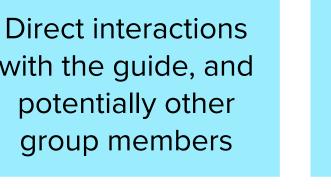


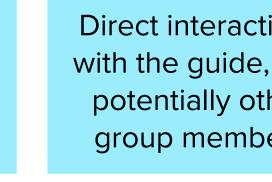


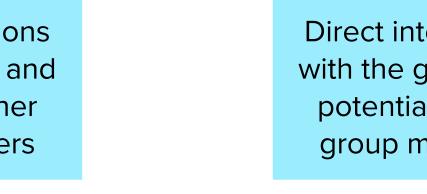


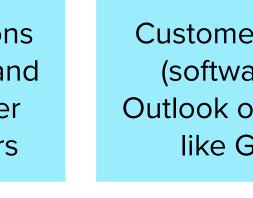


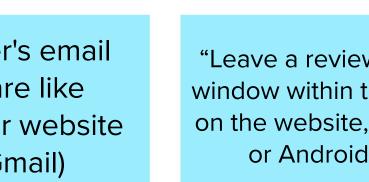


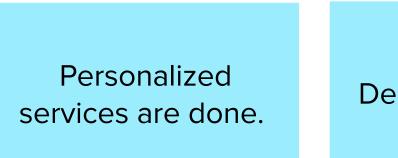


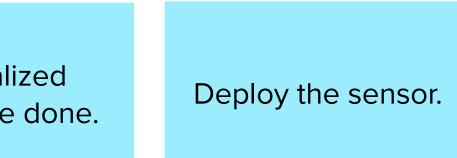


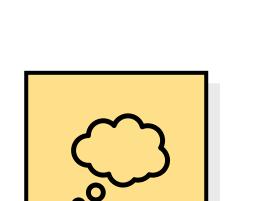






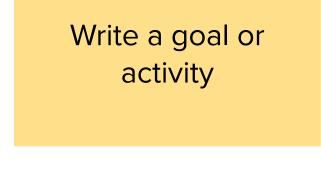




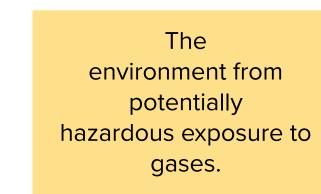


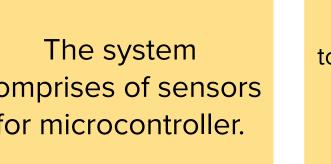
Goals & motivations

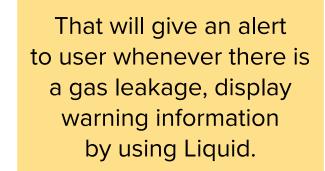
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

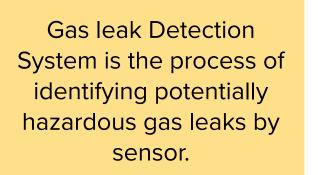


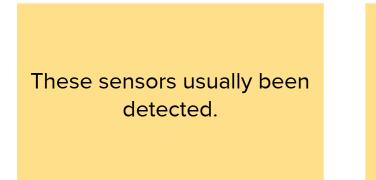


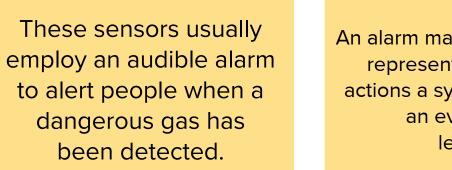


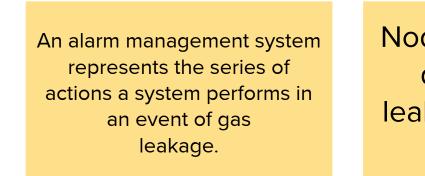


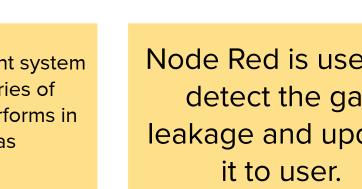








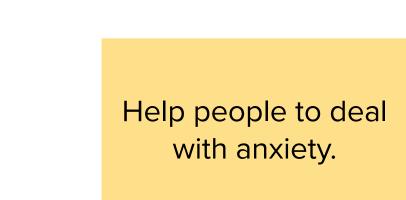


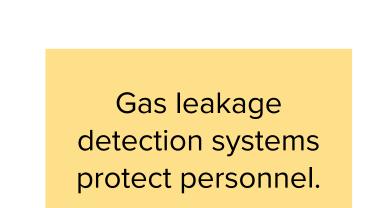


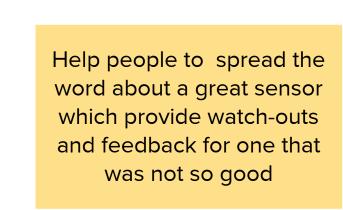




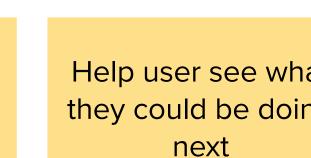


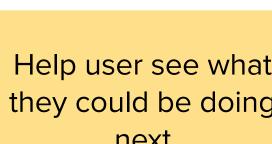


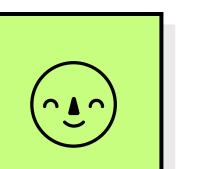






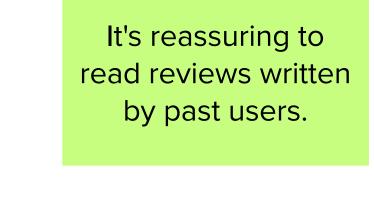


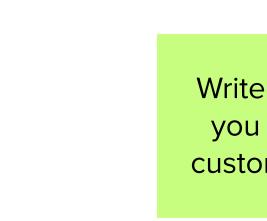


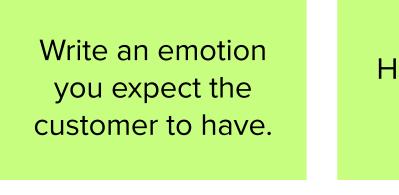


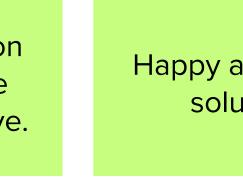
Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

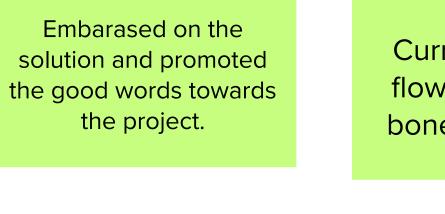


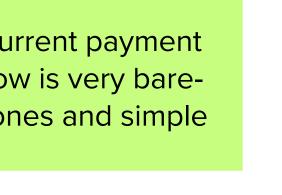




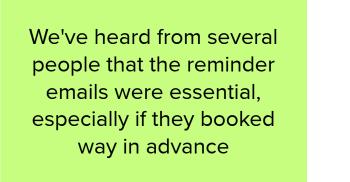


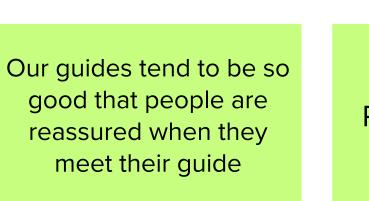




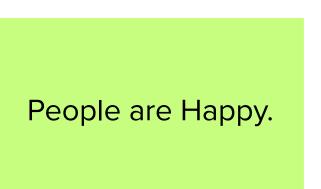


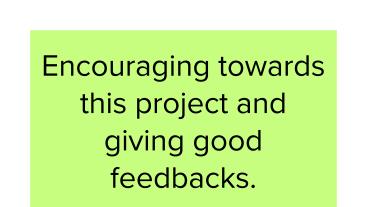


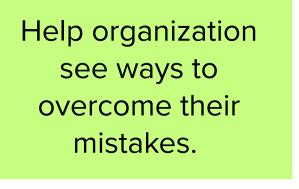


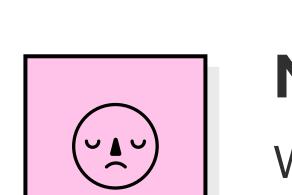






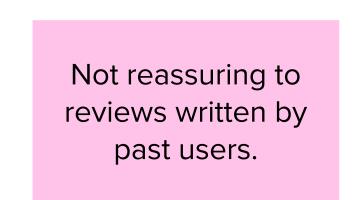


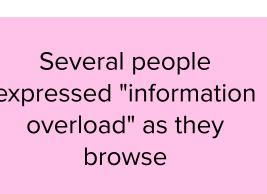




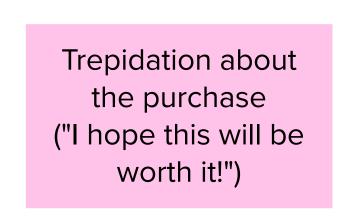
Negative moments

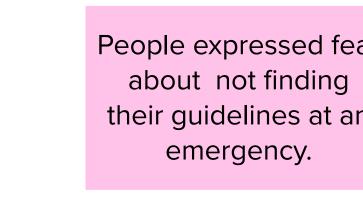
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

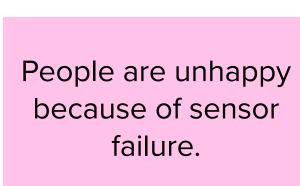




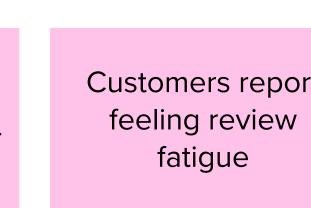


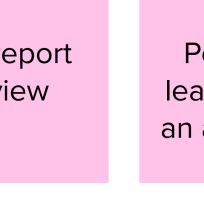


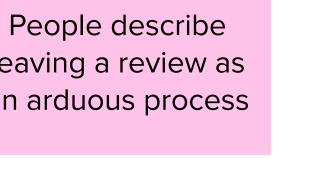










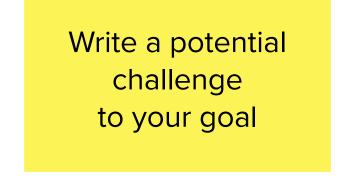


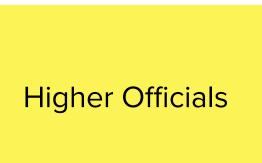




Areas of opportunity

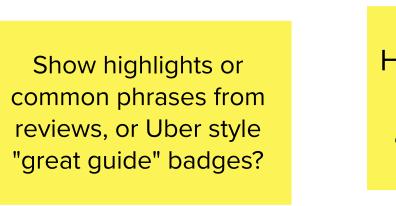
How might we make each step better? What ideas do we have? What have others suggested?

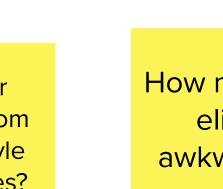


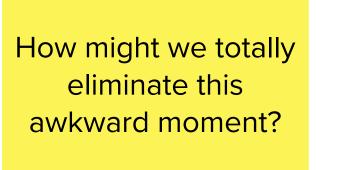




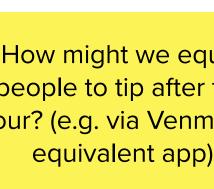


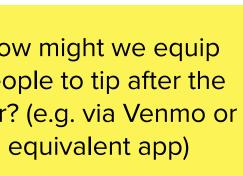


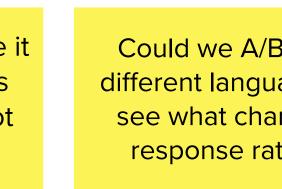




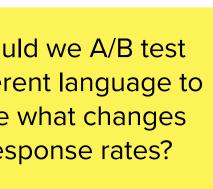


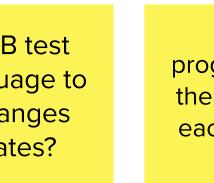


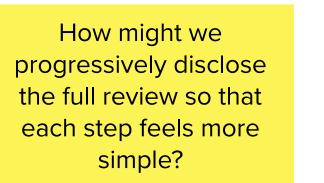


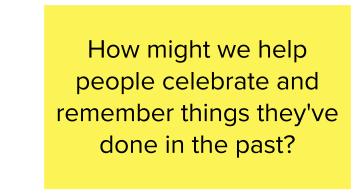


necessary?









We have very low review rates (15% of people review experienced failure)

