



Game changers are people who introduce new practices to their organizations. They want inspire others to co-create and innovate together.

What are their key goals and needs?



What do they struggle with most?



What tasks do they have?



PROJECT ID : PNT2022TMID25975  
PROJECT NAME : Project - Gas Leakage monitoring & Alerting system for Industries

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?	GET ALERT SOONER SO THERE WILL BE NO DAMAGE	Customers perceive their interactions with a brand to be memorable Accuracy of this application is exciting HAPPY ABOUT SOLUTION / IDEA	Dealing with confused customers developing the project for future use easy to use and deal more effective than other products	work better than other products provide good security sharing experience with other companies
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	FIRE HAZARD PREVENTION HARMFUL GAS NEED TO GET DETECTED	reduce stress in staff / workers give accurate indication prompt gas leak alerts	HIGH LIFE TIME FIXED AND 24/7 SURVILLANCE POOR NETWORK MOBILE ALERT WILL BE LATE DATA ACCURACY	Getting review from industry staff Update based on reviews Optimizing the product and adjust accordingly
Touchpoint What part of the service do they interact with?	GAS USAGE IN INDUSTRIES	MAKE WORK EASY USE NEW TECHNOLOGY OFFICIALS AND SUPERVISORS	DETECT GAS LEAKAGE REDUCES THE EMISSION COVER MORE RADIUS USER FRIENDLY APPLICATION	Increase accuracy Give alert notification to mobile and buzzer find minor leaks which may cause less harm
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>	😨	😞	😊	😄
Backstage				
Opportunities What could we improve or introduce?	INCREASE SAFETY BY DETECTING POISONOUS GASES USING SENSOR.	IDENTIFY HARMFUL GASES AND SAVE NATURE FROM AIR POLLUTION AND SAVE LIVES.	INCREASE SURVILLANCE ON CHEMICAL GASES.	TO MAKE INDUSTRIAL USERS TO GET BENEFITED AND ASSURED.
Process ownership Who is in the lead on this?	PRODUCT SELLER	PRODUCT MAKER	INDUSTRY STAFF	INDUSTRY STAFF

What changes for them?

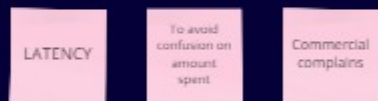
## Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?



What can they finally avoid doing?



What changed in my environment?

