Customer Journey

Team ID : PNT2022TMID02525

Scenario Gas Leakage Monitoring and Alerting	**Entice** 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?
Steps What does the person (or group) typically experience?	**Searching Gas Detection System** Most customers discover Gas detection & alerting system for their industries **Visit Website** To fill up their information in the website for registration **Checking Of quality** How durable it is , Worthful for such amount price	**Scan QR code** QR code is scanned through mobile phone to enter into the website **Checking of reviews of product** Looking how other end users feels about the product	**Gas and temperature Detection** Leakage of gas & temperature is detected through sensor **Fire Detection** Interface of OpenCV technology detects fire ignition **Database** The data about the leakage is stored in IBM cloud	**Website** The final output of detected parameters are shown in website **Writing & Submitting Review** The customers writes a review and gives the rating out of 5	**Past data appears in user profile** Previous records of customer is stored in IBM cloud
Interactions What interactions do they have at each step along the way?	Discovering of gas detection system section on the website Services and additional measures of gas leakage To make sure the proper gas flow without leakage	Product reviews are seen in website	Checking the industry site for proper placement of sensor Rainwater Sprinkler is actuated after the detection of fire ignition	The website is interfaced with Node-Red "Leave a review" modal window within the profile on the website	Completed experiences section of the profile on the website
Goals & motivations At each step, what is a person's primary goal or motivation?	Helping workers who work in gas, chemical industries, etc Help me have more information about the usage of website Help me to reduce the impact (or) hazard caused due to leakage of gas	Help me have the product with good feelings	Help me to detect the temperature and gas leakage Help me to prevent further spreading of fire Help me to save the industrial properties and life of employees	Help me to understand the website with ease	Help me see what I've done before
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	It's eclectic idea of having enough time for escaping from the hazardous place It's fun to access the webpage as it has easy interface	It is more reliable as the gas leakage informations can be send to the person whoever scanned the QR code It is secured as it provides access only to the authorized persons It's reassuring to read reviews written by past customers	It's productive as it measure toxic gas in very low concentration It is accurate & precise It's competent as it helps to prevent the high risk of gas explosions and affecting any casualties within and outside the premises	It's fantastic as it has wireless technology It's helpful as it shares the location of the gas leaked area It's easy to access the system 24/7	It's splendid as it stores the data history
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	It's frustrating to search related products in the websites	Damage of the components is an erratic case	It's costly as it requires a regular maintenance for proper function It's so confounding as it is influenced by moisture	People describe leaving a review as an arduous process	
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Website shouldn't be complicated Website information can be send to the user once signed in		Continuous monitoring of room temperature for detecting favourable conditions for spontaneous ignition of gases It's versatile as it can also used in house as a LPG gas detector	Developing proper user website after evaluating the reviews of end users	