

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>Work with a feel secured Environment and ensure better occupational health</div>	<div> <div>Entering mobile number/email and set up password</div> <div>Then Verify the mobile no/email/gmail by entering OTP.</div> <div>Connect Gmail account and set up password</div> <div>Read & accept the privacy policy</div> </div>	<div> <div>Login by entering the User ID and the password</div> <div>Go through the instructions</div> <div>Watch the tutorial video on the app</div> <div>Configure the app related to your usage of the product</div> <div>Customize your account</div> </div>	<div>Share to other industrialist or to the peroson who need this product</div>
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>	<div>Needs a monitoring system for the gas flow</div> <div>Ensures workers safety</div> <div>Helps to avoid the explosions due to gas leakage</div>	<div> <div>Giving their personal data</div> <div>Feel wants to use a demo of the product</div> <div>Fear of Forgetting the password</div> <div>May fear about the policy</div> </div>	<div> <div>Its help me to get my job done</div> <div>Why the tutorial is so long or confused?</div> <div>Needs a Help</div> </div>	<div> <div>It helps the other Industries to maintain their occupational health</div> <div>Sharing this app, helps in protecting the environmental health also</div> </div>
Touchpoint What part of the service do they interact with?	<div>Through any Advertisements or Recommendations or via Social media.</div> <div>If the user search for the solution, definitely He gets this product.</div>	<div> <div>Website</div> <div>Mobile app</div> <div>Terms & condition</div> </div>	<div> <div>On Website/ mobile app</div> <div>About the app</div> <div>Help & support</div> <div>User account Settings</div> </div>	<div> <div>About the app</div> <div>website link</div> </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>
<i>Backstage</i>				
Opportunities What could we improve or introduce?	<div>Increase by Explaining about the product on Industries & also Uploading contents on Social media platforms</div>	<div>Increase the opportunities by updating a preferred Sign up account from the User's feedback and explain about the terms they fear.</div>	<div>For the User's support, We help the user in all the above process at the time of installation of the product</div>	<div>Create Awareness about the Industrial Explosions and labours health. (This is not for our product only, its for the Labour's safety)</div>