

Project Design Phase-II

Customer Journey

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| Date | 31 OCTOBER 2022 |
| Team ID | PNT2022TMID04007 |
| Project Name | GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES |
| Mark | 4 MARK |

| CUSTOMER JOURNEY | | | | | | | | | | <div><div> People 2-9</div><div> Time 30 min</div><div> Difficulty Beginner</div></div> | | | | | | | | | | | | |
|--|--|--|------------------------------------|--|--|--|--|--------------------------------|---|---|--|--|---|--|------------------------------|--|----------------------------|--|-------------|--|--------------|--|
| Journey Steps | DISCOVERY | | REGISTRATION | | ONBOARDING & FIRST USE | | | SHARING | | | | | | | | | | | | | | |
| Which step of the experience are you describing? | Why do they even start the journey ? | | Why would they trust us ? | | How can they feel successful ? | | | Why would they invite others ? | | | | | | | | | | | | | | |
| Actions | Leakage of the gas is detected | | Type of the gas leaked is detected | | To share their contact details to reach them out! | | To prioritise delivery | | Check for well-functioning and faulty devices | | Ensure all specifications are met | | Testing the whole system before actual deployment | | Check for authenticity | | Test device before sharing | | | | | |
| What does the customer do? What information do they look for ? What is their context? | | | | | | | | | | | | | | | | | | | | | | |
| Needs and Pains | Quick action after the gas detected | | To prevent future disaster | | To make them know how inevitable these machines are for the safety of their industries | | To get to know completely about the device they're going to purchase | | Expects seamless working experience | | Achieve maintenance and long life of devices | | Promote business | | A way of helping the society | | | | | | | |
| What does the customer want to achieve or avoid ? | | | | | | | | | | | | | | | | | | | | | | |
| Touchpoint | Through their IOT-connected devices, such as mobile phones and systems | | Website | | Website | | App | | Expos | | A guided manual | | Relevant hardware and software | | Database management | | Warnings and buzzers | | Contractors | | Visual demos | |
| What part of the service do they interact with ? | | | | | | | | | | | | | | | | | | | | | | |
| Customer Feeling | Secured feeling | | Happy about this discovery | | Non-complex | | Easy Process | | Trustable | | Confident equipment handling | | Save people's lives. | | Generate good revenue | | | | | | | |
| What is the customer feeling on this product ? | | | | | | | | | | | | | | | | | | | | | | |