

**HAZARDOUS AREA MONITORING FOR  
INDUSTRIAL PLANTS POWERED BY IOT**

**SUBMITTED BY**

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# Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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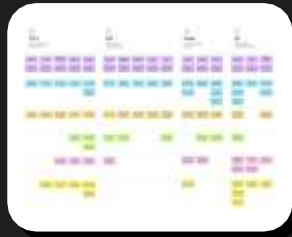


## Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

**TIP**  
As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

|   |   |   |  |  |  |
|---|---|---|--|--|--|
| <div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>   | <div>Entice</div> <div>How does someone initially become aware of this process?</div>              | <div>Enter</div> <div>What do people experience as they begin the process?</div> | <div>Engage</div> <div>In the core moments in the process, what happens?</div>  | <div>Exit</div> <div>What do people typically experience as the process finishes?</div> | <div>Extend</div> <div>What happens after the experience is over?</div> |
| <div>Steps</div> <div>What does the person (or group) typically experience?</div>  | <div>User Enters industrial plant</div> <div>User wears smart wearable all the time they work there.</div> <div>User obtains wearable device from industrial plant supervisor</div> | <div>User continuously monitors the smart wearables</div> <div>Temperature is displayed on the wearable device</div>  | <div>Checks whether the temperature is within its limit</div> <div>If the temperature gets above the limit then gets alerted.</div> <div>User got informed via SMS and also through API</div> <div>Authorities also gets notified of this issue, and take necessary actions needed</div> | <div>Removal of device</div>   | <div>alert the authorities and take necessary actions</div>  |
| <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div> | <div>people will feel safe that they will be aware of any hazard</div> <div>contact in online</div> <div>they will be updated with the temperature and parameters constantly</div>  | <div>they'll be prepared for any situation as they have a constant alert in case of emergencies</div>   | <div>the workers checks for the parameters in that area frequently and this module makes them feel safe</div>  | <div>in case of an emergency, the workers are aware and they'll evacuate from that place and can be protected from the hazard.</div>                                       | <div>once the place is vacated the employees are kept safe from the hazard.</div>  |
| <div>Goals &amp; motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>  | <div>The first goal is to protect human lives and property.</div>   | <div>Helps workers to work in nonhazardous area.</div>  | <div>Helps workers to know their about their physical condition</div>  | <div>Helps to leave the work place safely</div>  | <div>Hepls in encouraging others about safety.</div>   |
| <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>  | <div>Feeling of ease knowing they will be informed in case of any risks</div> <div>ease due to constant awareness of environment</div>  | <div>Easy to handle device</div> <div>they would be calm as their wearable indicate the safeness of the environment</div>   | <div>Gets alerts at correct time.</div>  | <div>lucky that they are informed of their current danger</div>  | <div>Thankful for the information to take the necessary precautions</div>  |
| <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>  | <div>They may not get the information on time</div> <div>Worried about their life</div>   | <div>Users must constantly check the wearable device for signs of changes</div>   | <div>Worry for sudden change of the situation</div>  | <div>Stress to make the necessary announcements and changes as soon as possible</div>  | <div>fear of the potential hazard</div>  |
| <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>  | <div>make a small and compatible wearable device which the user can wear at all times</div>   | <div>Constantly updating the wearable devices data informing the user of the current situation</div>  | <div>User can also be informed in case changes are happening rapidly</div>   | <div>Admins make necessary all data is seen by them from beacons through the cloud</div>   | <div>the employers should make sure that the employees has been evacuated safely and make the place suitable for work again after the hazard</div>         |



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