

Project Design Phase-II

Customer Journey

Date	8 October 2022
Team ID	PNT2022TMID04334
Project Name	Gas leakage monitoring and 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?	Gas can pose a serious risk to workers' health or to the properties	Register using google Register using mobile number	Log in able to view the details	if useful, recommend to others for their safety share the location to fire station
Needs and Pains What does the customer want to achieve or avoid? Tip: Reduce ambiguity, e.g. by using the first person narrator.	avoid accidents create alert to people	active email active mobile number alert	user friendly	need timely help/rescue
Touchpoint What part of the service do they interact with?	mobile app through android phone web page using desktop	websites android app IOT devices(buzzer)	buzzers speakers notifications call	call social media
Customer Feeling What is the customer feeling? Tip: Use the emoji app to express more emotions	😊	😇	😌	😍
Process ownership Who is in the lead on this?	Industria lists	Industria lists	workers	Industria lists miro