# Customer Journey Map

Team ID:PNT2022TMID05944

Project Name: **Gas Leakage Monitoring & Alerting System for Industries**

SCENARIO

**Monitoring and Alerting Industries - Gas Leakage Detection**

## 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?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| **News about Industrial Accidents**<br>The user feels insecure so looks out for a solution | **Request demo of the product/service**<br>The user requests to view the demo of the service / product. | **RealTime Monitoring**<br>The user gets access to realtime monitoring of the gas leakage detection system. | **History of events**<br>The gas leakage data gets stored in the database and updated in monitoring system. | **Past Incidents**<br>The incident gets stored in past data of the system |
| **Awareness**<br>Eager to implement the precautionary measures | **Payment**<br>The user pays the service provider. | **Detect Gas Leakage**<br>The gas sensors detect the gas leakage. | **Review**<br>After the incident, the user reviews the system. | **Service Reminders**<br>The user gets notified about service reminders for |
| **Information from other Industrial Friends**<br>The user gets suggestions from other industrial friends. | **Authentication & Authorization Access**<br>The user authorizes himself to access the dashboard & provides proper access rights to | **Alarming System**<br>The Alarm System gets triggered. | **Safety Check**<br>The user asks the service provider to safety check the working condition of the product incase of any damage. | |
| | **Complete Installation**<br>The customer asks for complete installation of the | **The user gets notified.**<br>A system generated message notification is sent to the user. | | |
| | | **Gas Valve Closing**<br>An actuator is used to close the gas valves. | | |
| | | **Ventilation**<br>Exhaust fans are turned on to disperse the gas. | | |

### Interactions
What interactions do they have at each step along the way?

- **People:** Who do they see or talk to?
- **Places:** Where are they?
- **Things:** What digital touchpoints or physical objects would they use?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Employees and Public users | Recorded / Live demo of the product is displayed to the customer. | Gas Leakage tends to start from unmanned specific locations. | Dashboard updated with incident information | Past Incidents data is stored. |
| Industries working with inflammable gas | Payment on delivery of product/ after installation is done | Realtime monitoring of status of the sensors. | Request from service provider to analyze the cause of gas | Recommendation for increased safety |
| Social Media Advert | Installation of gas sensors at specific locations is done | Full control of sensor by the authorized users. | Request from service provider to check the sensor status | |
| | Installation of alarming system is done | Alarming for industrial workers to notify about gas leakage. | Review request from the service provider. | |
| | | Gas Leakage can occur due to damage of valves due to excess heat or pressure. | | |

### Goals & motivations
At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Leakage | Help to assure about the industry safety | Help me to feel good | leakage detection system. | incidents. |
| gas leakage. | Help to assure about the workers safety | Help me to feel good & system. | leakage detection system. | monitored carefully. |
| | Help to feel safe and secure | | | |
| | Help me to feel reliable about the service provided. | | | |

### Positive moments
What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Its comfortable to | Feel safe and secure. | Our Product tend to be so reliable that people reassure it. | People feel secure and happy. | People like safety measure recommendations. |
| Graphical Representation of are exciting to see. | Feel reliable. | People feel reliable on our product because of high safety rating. | People look back at the past events inorder to increase safety measure. | |
| It's reassuring to | Satisfied with services provided. | | | |

### Negative moments
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Cost | Trepidation about the product purchase. | safety of workers. | to gas leakage. | |
| on a service provider. | Trepidation about the product purchase. | accidents. | More efficient ethods to preven gas leakages. | |
| People express a bit of fear. | | | More efficient workers from fire accidents. | |

### Areas of opportunity
How might we make each step better? What ideas do we have? What have others suggested?

| Entice | Enter | Engage | Exit | Extend |
|---|---|---|---|---|
| Attractive Adverts | Show highlights and safety cerfications of the product. | Faster and understandable notification system. | eliminate the chances for fire accidents? | How to help people store and review the past incident data? |
| Provide simpler summary about product. | | | users after the gas leakage incident? | How to extend the connection with the user and gain new customers? |
| Show highlights and safety cerfications of the product. | | | | |