## **CUSTOMER BEHAVIORS**

What are the actions taken by the customer?



#### **CUSTOMER BEHAVIORS**

Customers find it approving

### The feel secure in a swimming pool

**CUSTOMER BEHAVIORS** 

They now know that are always safely moniored

**CUSTOMER BEHAVIORS** 

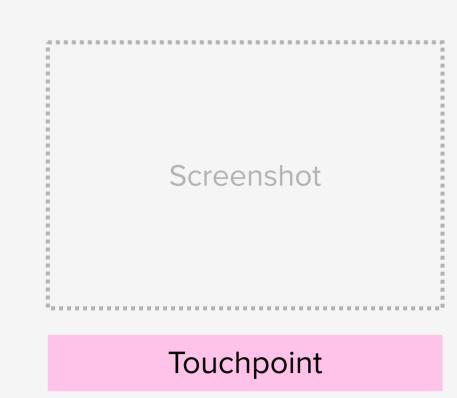
Safety measures taken well care

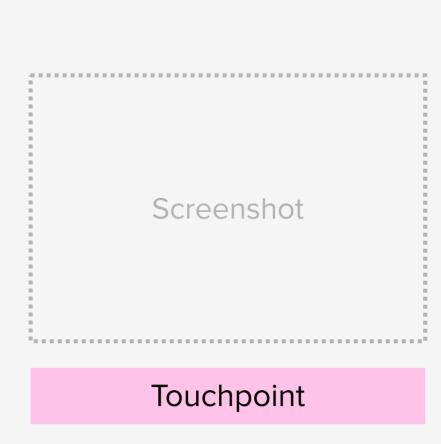
**CUSTOMER BEHAVIORS** 

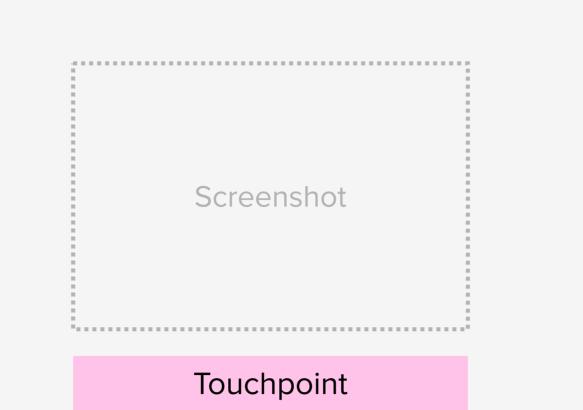
### **TOUCHPOINTS**

What channels does the customer use to reach









# **TOUCHPOINTS**

The Customers feel relaxed

SATISFIED

# **TOUCHPOINTS**

Customers will get attracted by multitasking and automation.

## **TOUCHPOINTS**

After getting this government won't worry about the

#### ATTITUDES + **EMOTIONS**

What attitude or emotion does the journey evoke?



**ATTITUDES + EMOTIONS** 

**ATTITUDES + EMOTIONS** 

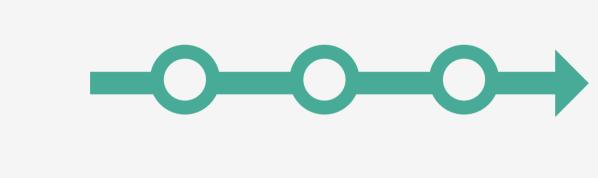
SECURED

CONTENTED

**ATTITUDES + EMOTIONS** 

## INTERNAL **PROCESS**

What are the steps taken internally to support the customer behavior?







CAMERA SETTINGS INTERNAL PROCESSES

ENTRY AND **EXIT** SURVEY

INTERNAL PROCESSES

SWIMMIMG SAFETY CHECK

## TEAMS + **GROUPS**

What teams and groups are engaged in delivering the experience?



**TEAMS + GROUPS** 

MONITORING TEAM

**TEAMS + GROUPS** 

SURVEY TEAM

TEAMS + GROUPS

SWIMMING TEAM

### **SYSTEMS** + TOOLS

What systems and tools are used to deliver the experience?



SYSTEMS + TOOLS

AUTOMATED MONITOR

SYSTEMS + TOOLS

CAMERA

SYSTEMS + TOOLS

EMBEDDED SOFTWARE

## ATTITUDES + **EMOTIONS**

What attitude or emotion does the journey evoke?



ATTITUDES + EMOTIONS

SATISFIED

**ATTITUDES + EMOTIONS** 

ATTITUDES + EMOTIONS

SECURED

ONTENTED