Customer Journey Map

Team ID: **PNT2022TMID18315**

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?

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

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?

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

Goals & motivations

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

- Prevent Gas Leakage
- Avoid Fire accident
- Help to notify about gas leakage.
- Help to assure about the industry safety
- Help to assure about the workers safety
- Help to feel safe and secure.
- Help me to feel reliable about the service provided.
- Help me to feel confident about the alerting system.
- Help me to feel good about the gas leakage detection system.
- Help me to feel good & secure about the realtime monitoring of the gas leakage detection system.
- Help me to feel grateful to the gas detection leakage detection system.
- Help me spread the word about the gas leakage system.
- Help me see the past gas leakage incidents.
- Help me see which area must be monitored carefully.

Positive moments

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

- Its comfortable to use the Realtime Monitoring System.
- Graphical Representation of industrial parameters are exciting to see.
- It's reassuring to read past customers.
- Feel safe and secure.
- Feel reliable.
- Satisfied with services provided.
- Our Product tend to be so reliable that people reassure it.
- People feel reliable on our product because of high safety rating.
- People feel secure and happy.
- People look back at the past events inorder to increase safety measure.
- People like safety measure recommendations.

Negative moments

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

- Cost
- Fear of commitment on a service provider.
- People express a bit of fear.
- Trepidation about the product purchase.
- Trepidation about the product purchase.
- eel of fle lr
- Worried about the safety of workers.
- Fear of fire accidents.
- No Faster response to gas leakage.
- m More efficient t ethods to preven gas leakages.
- More efficient methods to save workers from fire accidents.

Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

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