



# Customer Journey Map

Team ID:PNT2022TMID03633

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

<div>SCENARIO</div> <div>Monitoring and Alerting Industries - Gas Leakage Detection</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>News about Industrial Accidents</div> <div>Awareness</div> <div>Information from other Industrial Friends</div> <div>The user feels insecure so looks out for a solution</div> <div>Eager to implement the precautionary measures</div> <div>The user gets suggestions from other industrial friends.</div>	<div>Request demo of the product/service</div> <div>Payment</div> <div>Authentication &amp; Authorization Access</div> <div>Complete Installation</div> <div>The user requests to view the demo of the service / product.</div> <div>The user pays the service provider.</div> <div>The user authorizes himself to access the dashboard &amp; provides proper access rights to others.</div> <div>The customer asks for complete installation of the service / product</div>	<div>RealTime Monitoring</div> <div>Detect Gas Leakage</div> <div>Alarming System</div> <div>The user gets notified.</div> <div>Gas Valve Closing</div> <div>Ventilation</div> <div>The user gets access to realtime monitoring of the gas leakage detection system.</div> <div>The gas sensors detect the gas leakage.</div> <div>The Alarm System gets triggered.</div> <div>A system generated message notification is sent to the user.</div> <div>An actuator is used to close the gas valves.</div> <div>Exhaust fans are turned on to disperse the gas.</div>	<div>History of events</div> <div>Review</div> <div>Safety Check</div> <div>The gas leakage data gets stored in the database and updated in monitoring system.</div> <div>After the incident, the user reviews the system.</div> <div>The user asks the service provider to safety check the working condition of the product incase of any damage.</div>	<div>Past Incidents</div> <div>Service Reminders</div> <div>The incident gets stored in past data of the system</div> <div>The user gets notified about service reminders for the product.</div>
<div></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>Employees and Public users</div> <div>Industries working with Inflammable gas</div> <div>Social Media Advert</div>	<div>Recorded / Live demo of the product is displayed to the customer.</div> <div>Payment on delivery of product/ after installation is done.</div> <div>Installation of gas sensors at specific locations is done.</div> <div>Installation of alarming system is done.</div>	<div>Gas Leakage tends to start from unmanned specific locations.</div> <div>Realtime monitoring of status of the sensors.</div> <div>Full control of sensor by the authorized users.</div> <div>Alarming for industrial workers to notify about gas leakage.</div> <div>Gas Leakage can occur due to damage of valves due to excess heat or pressure.</div>	<div>Dashboard updated with incident information.</div> <div>Request from service provider to analyze the cause of gas leakage.</div> <div>Request from service provider to check the sensor status.</div> <div>Review request from the service provider.</div>	<div>Past Incidents data is stored.</div> <div>Recommendation for increased safety measures.</div>
<div></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>Prevent Gas Leakage</div> <div>Avoid Fire accident</div> <div>Help to notify about gas leakage.</div>	<div>Help to assure about the industry safety</div> <div>Help to assure about the workers safety</div> <div>Help to feel safe and secure.</div> <div>Help me to feel reliable about the service provided.</div>	<div>Help me to feel confident about the alerting system.</div> <div>Help me to feel good about the gas leakage detection system</div> <div>Help me to feel good &amp; secure about the realtime monitoring of the gas leakage detection system.</div>	<div>Help me to feel grateful to the gas leakage detection system.</div> <div>Help me spread the word about the gas leakage detection system.</div>	<div>Help me see the past gas leakage incidents.</div> <div>Help me see which area must be monitored carefully.</div>
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Its comfortable to use the Realtime Monitoring System.</div> <div>Graphical Representation of industrial parameters are exciting to see.</div> <div>It's reassuring to read past customers.</div>	<div>Feel safe and secure.</div> <div>Feel reliable.</div> <div>Satisfied with services provided.</div>	<div>Our Product tend to be so reliable that people reassure it.</div> <div>People feel reliable on our product because of high safety rating.</div>	<div>People feel secure and happy.</div> <div>People look back at the past events inorder to increase safety measure.</div>	<div>People like safety measure recommendations.</div>
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Cost</div> <div>Fear of commitment on a service provider.</div> <div>People express a bit of fear.</div>	<div>Trepidation about the product purchase.</div> <div>Trepidation about the product purchase.</div>	<div>Feel of false alarm.</div> <div>Worried about the safety of workers.</div> <div>Fear of fire accidents.</div>	<div>No Faster response to gas leakage.</div> <div>More efficient methods to prevent gas leakages.</div> <div>More efficient methods to save workers from fire accidents.</div>	
<div></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>Attractive Adverts</div> <div>Provide simpler summary about product.</div> <div>Show highlights and safety certifications of the product.</div>	<div>Show highlights and safety certifications of the product.</div>	<div>Faster and understandable notification system.</div>	<div>How to totally eliminate the chances for fire accidents?</div> <div>How to assist the users after the gas leakage incident?</div>	<div>How to help people store and review the past incident data?</div> <div>How to extend the connection with the user and gain new customers?</div>