Project Design Phase-II
Customer Journey

Date	18 OCTOBER 2022
Team ID	PNT2022TMID06422
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?	Detecting the leakage of gas	To fill up their information in the application/ website for registering	To connect the device with the system/ mobile	And also to check the efficiency of device	When they get fulfilled with the product, they can recommend to other industrialists
Needs and Pains What does the customer want to achieve or avoid?	To avoid leakage of gas / To decrease the disasters caused by the leakage of toxic gases	To have enough knowledge on using the devices		Workers have to check it regularly and work according to the procedures	If they have more contacts, they could share the experience of the product to them
Touchpoint What part of the service do they interact with?	Through their mobiles and systems which is connected with the device through IoT	Website / Mobile app / In-store employees	Speakers / Video demos / Mobile notifications / Mobile/PC		Social media / Newspapers / Sponsorship and collaborations
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?	Industrialists	Industrialists	Workers / Industrialists		Industrialists

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