

# Project Design Phase – II

## Customer Journey

|               |   |
|---------------|---|
| Date          | 17 November 2022  |
| Team ID       | PNT2022TMID28572  |
| Project Name  | Hazardous Area Monitoring for Industrial Plant powered by IoT |
| Maximum Marks | 4 Marks   |

### Customer Journey:

Template

### Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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**Document an existing experience**

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

**Tip**  
Do you add steps to the experience, more than before? Then be the star of the show, reporting on the scenario you are documenting.

| Context<br>Browsing, booking, attending, and exiting a local city tour  | Entice<br>How does someone initially become aware of this process?   | Enter<br>What do people experience as they begin the process?   | Engage<br>In the core moments in the process, what happens?  | Exit<br>What do people typically experience as the process finishes?  |  |
|---|--|---|--|---|--|
| <b>Steps</b><br>What does the person (or group) typically experience?<br><div> <div>Workers safety and accident free work site</div> <div>Consider workers body condition also</div> </div>                                       | <div> <div>Workers safety and accident free work site</div> <div>Consider workers body condition also</div> </div> | <div> <div>Searching best product on market</div> <div>This software is monitoring at kind of aspects</div> </div>  | <div> <div>Browsing the best product</div> <div>Suitable for the customer point of view</div> </div>                                 | <div> <div>At the end, Monitor the workers health condition as well as environment changes</div> </div>                 |  |
| <b>Interactions</b><br>What interactions do they have at each step along the way?<br>• People: Who do they see or talk to?<br>• Places: Where are they?<br>• Things: What digital touchpoints or physical objects would they use? | <div> <div>In chemical industries</div> <div>By Admin</div> </div>   | <div> <div>A best monitoring system</div> </div>  | <div> <div>Maintains the sensor devices</div> <div>Maintains the wearable devices</div> </div>                                       | <div> <div>Monitoring is occurred in 24 hours continuously</div> </div>   |  |
| <b>Goals &amp; motivations</b><br>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")   | <div> <div>Solution for Hazardous area monitoring for powered plant</div> </div>                                   | <div> <div>Monitoring each and every time, is there deviation in environment admin sent an alarm sound</div> </div> | <div> <div>They monitor the working environment continuously</div> <div>Sensors also detect and give the accurate value</div> </div> | <div> <div>At finaly this smart device continuously monitoring</div> </div>   |  |
| <b>Positive moments</b><br>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?   | <div> <div>Automatic monitoring</div> <div>Workers suggestions</div> </div>  | <div> <div>User friendly app environment</div> </div>   | <div> <div>Proper alert message to admin</div> <div>Sensor also detect the deviation and send message to admin</div> </div>          | <div> <div>It regularly monitor using IoT devices</div> </div>  |  |
| <b>Negative moments</b><br>What steps does a typical person find frustrating, confusing, engaging, costly, or time-consuming?   | <div> <div>Hard to find best product for hazardous monitoring device in market</div> </div>                        | <div> <div>Difficult to monitor as every time</div> </div>  | <div> <div>Admin should keep near to the message devices</div> </div>  | <div> <div>A smart IoT monitor devices with complex architecture and admin are only for experienced person</div> </div> |  |
| <b>Areas of opportunity</b><br>How might we make each step better? What ideas do we have? What have others suggested?   | <div> <div>Lots of job vacant</div> <div>Work in peaceful mind</div> </div>  | <div> <div>In this time we go for IoT</div> </div>  | <div> <div>Using an mobile app</div> </div>  | <div> <div>Connected with cloud and IoT devices</div> </div>  |  |