## PROJECT DESIGN PHASE - II

## **CUSTOMER JOURNEY MAP**

Journey Steps	Looking for the required product			Check if the product fits the demand			Getting started with the product				Sharing feedback	
Actions		Searching for a product that will best prevent fire accidents in the industry.		The product monitors the industrial environment continously	The product prevents catastrophe due to fire accident	The product continuously records the sensed data for future analysis	The product is placed in an appropriate environment	A pilot run is carried out for the product	The recorded data is analyzed and checked for accuracy	Take appropriate service measures if required	Report if any error occurs with the product	Share feedback if any
Customer Thought	The product should continuously monitor the temperature, flame and gases	The product involves monitoring the temperature and flammable gases	The product should take appropriate measures at the right time		The product uses sprinklers in case of ignition of fire	The product turns on exhaust fans if flammable gases are detected	User manual is referred for the installation of the project	The employees are trained to use the product	The actuators like sprinters and exhaust fails are checked for a working	The messaging tool is checked for its timely alert	Give suggestions for improving the product	Suggest if any additional services are required
Touchpoint		Search web for the appropriate product		The proviewery in that is as with flar chem	dustry cor sociated mon nmable ap	e product ntinuously itors, stores and take propriate action	The user receives alert via FAST2SMS	The user analyses the stored sensor data	Exhaust fans are turned on if any toxic gases are sensed	Sprinklers are turned on if flame is sensed	on the perfo	eedback overall mance project
Customer Feeling	Found out the right product		The product fits the demand precisely			Satisfied with the performance			The customer service is good			

TEAM ID: PNT2022TMID53736

## **TEAM MEMBERS:**

Narmatha M

Pavithra S

Sahithyaa A

Mohana Shree M