# Customer Journey Map

| | Phases | | | | |
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| **❶ Phases** | Entire power plant is used by user | Check temperature of current location | User enters hazardous area | Alert the authoritiesand take necessaryactions | |

| **❷ Steps** | User obtains wearable device from the power plant supervisors | user wears smart wearable all the time theywork | User continuously monitor the smart wearables | The temperature isdisplayed on the wearable | Checks whether the temperature is within its limit | if the temperature gets above the limit then gets alerted. | User get informed via SMS and also through an API | Authorities also gets notified of this issue, and take necessary actions needed. |

**❸ Feelings**

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| Feeling of ease knowing they will be informed in case of any risks | ease due to constant awareness of environment | | they would be calm as their wearable indicate the safeness of the | | lucky that they are informed of their current danger | | Thankful for the information to take the necessary precautions |
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👎
| fear of the potential hazard | Worried about theirlife | | Worry for sudden change of the situation | | they are in fear of their situation- panic | | Stress to make the necessary announcements and changes as soon as possible |
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**❹ Pain points**

| They may not get the informationon time | Users must constantly check the wearable device for signs of changes | Users informed of the present danger suddenly with no warning | The admin having to make sudden and immediate decisions to ensure a large number of worker'ssafety |
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**❺ Opportunities**

| Make a small and compatible wearable device which the user can wear at all times | Constantly updating the wearable devices data informing the user of the current situation | User can also be informed incase changes are happeningrapidly | Admins make necessary announcements asall data is seen by them from beaconsthrough the cloud |
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