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

As you add steps to the experience, move each these "Five Es" the left or right depending on the scenario you are documenting.

SCENARIO

Browsing, booking, attending, and rating a local city tour

	Entice How does someone initially become aware of this process?	Enter What do people experience as they begin the process?	Engage In the core moments in the process, what happens?	Exit What do people typically experience as the process finishes?	Extend What happens after the experience is over?
Steps What does the person (or group) typically experience?	We are going to solve Fire hazard prevention	Embrassed on the solution and promoted the good words towords this project.	**The purpose of this system is to detect gas leakage, neutralize it, and prevent the explosion**	**Gas leak detection sustem gas leak detection is the process of identifying potentially hazords gas leaks by sensors.these sensor usually employ an audible alarm to alert people when dangerous gas has been detected.**	**An alarm management system represents the series of actions a system performs in an event of gas leakage.**
Interactions What interactions do they have at each step along the way? ■ **People:** Who do they see or talk to? ■ **Places:** Where are they? ■ **Things:** What digital touchpoints or physical objects would they use?	When talk with people they happy about this solution	Embrassed on the solution and promoted the good words towords this project.	provides a vital way to monitor the concentration and environmental information of gas in order to guarantee the safety of production.	**Direct communication with industralists and customer**	**Investing in a natural gas or combustible gas detector is essential for anyone using natural gas. Gas detectors should be placed within 10 feet of natural gas appliances, such as a stove or dryer, and about six inches from the ceiling**
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")	Gas leakage detection systems protect personnel and the environment from potentially hazords exposure to gases	The system comprises of sensors for detecting gas leak interfaced to microcontroller that will give an alert to user whenever there is a gas leakage, display warning information by using liquid.	The purpose of this system is to detect gas leakage, neutralize it, and prevent the explosion	**Gas leak detection sustem gas leak detection is the process of identifying potentially hazords gas leaks by sensors.these sensor usually employ an audible alarm to alert people when dangerous gas has been detected.**	**An alarm management system represents the series of actions a system performs in an event of gas leakage.**
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	The fire detection in early and prevent the losses in an industry	Harmful gas detection	The sensor-enabled solution helps prevent the high risk of gas explosions and affecting any casualties within and outside the premises	Extremely FAST RESPONSE time on changing parameters. Extremely precise REPEATABILITY	The gas sensors help detect the concentration of the gases present in the atmosphere to avoid hazardous consequences like fire breakouts
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?	Higher officials	Commercial companies	The smell of sulfur or rotten eggs. a hissing or whistling sound near a gas line. a white cloud or dust cloud near a gas line. bubbles in water	A natural gas leak in a house can cause potential fires, and inhaling the gas can cause natural gas poisoning. As with electricity, gasoline and other potentially dangerous energy sources, natural gas exposure must be handled with care	Moreover, gaseous blasts are another disaster that everyone-working in a factory or at home would want to avoid at all costs!
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Fire detection	provides a vital way to monitor the concentration and environmental information of gas in order to guarantee the safety of production	A fuel-gas odorant or an automatic gas-detection and alarm system is required in enclosed, continuously manned areas of the facility which are provided with fuel gas.	Sensors should be located near the floor for gases or vapors three or four times heavier than air. They should be installed near the ceiling or roof to detect lighter-than-air gases.	Having the appliances that require gas checked regularly by a certified professional will help maintain the strength of the system and reduce the chance of leaks. Investing in gas detection and monitoring systems will also help you predict the likelihood of a leak occurring based on previously collected data.