Customer journey map-Gas leakage detection monitoring system

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SCENARIO

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



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?



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?

Visit the application

User register in the application

User can visit gas level

Location can view

Can view the gas leakage location

Avoid unnecessary accident



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?

Register the application Enter the details about company

Gas concentration level

Can view the concentration level

Avoid leakage of Gas



Goals & motivations

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...") Help to **Industrial** admin

Help to location send Help to gas level send

Help to different types of gas send

Help to view application



Positive moments

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? Easy to register Avoid fire breakouts Can view gas leakage location

Send the latitude and longitude point

Prevent high risk gas



Negative moments

Vhat steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?

Areas of opportunity

How might we make each step

Network issue

Sometime send wrong location

Sometime get wrong gas level

people can't view

> Flexible to use

Blind

Sometimes doesn't prevent gas leakage

better? What ideas do we have? What have others suggested?

User enter Details easily

Using multiple industry

User location must send

Web application using easy