

Project Design Phase – II

Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID17322
Project Name	Hazardous Area Monitoring for Industrial Plant powered by IoT
Maximum Marks	4 Marks

Customer Journey:

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.

Created in partnership with Product School

[Share template feedback](#)

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 step to the right as the scenario you are documenting.

Scenario	Entice	Enter	Engage	Exit
Scenario Browsing, looking, attending, and rating a local city tour				
Steps What does the person (or group) typically experience?	Workers Safety and accident free work site	Consider workers body condition also	Searching best product on market	This software is monitoring all kind of aspects
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?	At the Hazardous Area	By Admin	A Smart Monitoring System	Maintains the sensor devices
Goals & motivations At each step, what is a person's primary goal or motivation? ("help me," or "help me avoid...")	Solution for Hazardous area monitoring for powered plant	Monitoring Each and every time, is there deviation in environment admin sent an alert sound.	They Monitor the working Environment continuously	Sensors also detect and give the accurate value
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?	Workers Suggestions	Public Suggestions	User Friendly App Environment	Proper alert message to admin
Negative moments What steps does a typical person find frustrating, confusing, lingering, costly, or time-consuming?	Hard to find best product for Hazardous monitoring device in market	Difficult to monitor on every time	Admin should keep near to the message devices	A Smart IoT monitor devices with complex architecture and Admins are only for experienced person
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?	Lots of job vacant	work in peaceful mind	In this time we go for IoT	Using an mobile app