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:

The customer experience journey map includes a template panel and a "Document an existing experience" grid with the following columns: Entice, Enter, Engage, Exit.

	Entice	Enter	Engage	Exit
Steps	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	Browsing the best Product · Suitable for the customer point of views	At the end, Monitor the workers health condition as well as environment changes
Interactions	At the Hazardous Area · By Admin	A Smart Monitoring System	Maintains the sensor devices · Maintains the wearable devices	monitoring is occurred in 24 hours continuously
Goals & motivations	Solution for Hazardous area monitoring for powered plant	Monitoring Each and every time , is there deviation in environment admin sent an alarm sound	They Monitor the working Environment continuously · Sensors also detect and give the accurate value	at finally this smart devices is continuously monitoring
Positive moments	Workers Suggestions · Public Suggestions	User Friendly App Environment	Proper alert message to admin · Sensor also detect the deviation and send message to admin	It Regularly monitor using IoT devies
Negative moments	Hard to find best product for Hazardous monitoring device in market	Difficult tp 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	Lots of job vacant · work in peaceful mind	In this time we go for IoT	Using an mobile app	Connected with cloud and IoT devices