Custòmer journey map-Gas leakage detection monitoring system Team ID:PNT2022TMID29935

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 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)

Choose the food which they have to take

View details of all food items

Enter the web

Email reminder

Experience the application

The admin can

interact with the

user using

chatbot.

Details in user's profile

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

The application should be of website, ios app or android app.

(software like Outlook or website like Gmail)

Help me that I

chose my item's

then what can I

do next.

User's email

Help the user to have a better experience with this application.

User's email (software like Outlook or website like Gmail)

Help me see what I could be doing next

Positive moments

Goals & motivations At each step, what is a person's

primary goal or motivation? ("Help me..." or "Help me avoid...")

What steps does a typical person

find enjoyable, productive, fun,

motivating, delightful, or exciting?

help from the admin usind chatbot.

Easy to

register

User can get the

Help from admin to use the application.

Easily available

to the common

people

It can be available at any and any where

May help you live longer

Help to maintain a healthy life style

Negative moments

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

Network issue

Only Assigned items by admin can view

Sometime get wrong

Can't use this application

frequently

It cannot give appropriate result in some times

Areas of opportunity

low might we make each step better? What ideas do we have? What have others suggested?

User enter Details easily

Used by people affected by health issue

User can be use in simple way

Flexible to use

Web application using easy