

TITLE :Gas leakage alerting system and monitoring system.

Template

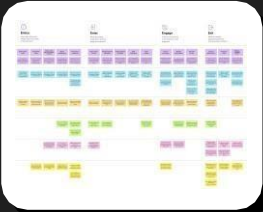


Customer experience journey map

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.

Created in partnership with Product School

Share template feedback



Need some inspiration? See a finished version of this template to kickstart your work. Open example



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.

	Detecting harmful gases	Creation of Web Application	Alerting users through e-mail or SMS	Notifying admin about leakage along with location.
Steps What does the person (or group) typically experience?				
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?				
Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")				
Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?				
Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?				
Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?				

