


Project Design Phase – II

Customer Journey

Date	08 October 2022
Team ID	PNT2022TMID30240
Project Name	Hazardous Area Monitoring for Industrial Plant powered by IoT
Maximum Marks	4 Marks


Customer Journey:

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.

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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.

SCENARIO	Entice	Enter	Engage	Exit
Browsing, booking, attending, and rating a local city tour	How does someone initially become aware of this process?	What do people experience as they begin the process?	In the core moments in the process, what happens?	What do people typically experience as the process finishes?
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	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 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 Maintains the wearable devices	monitoring is occurred in 24 hours continuously
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, as 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 What 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 Sensor also detect the deviation and send message to admin	It Regularly monitor using IoT devices
Negative moments What does a typical person find frustrating, confusing, angering, 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	Connected with cloud and IoT devices

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As you add steps to the experience, place each theme "Plus" to the left or right depending on the scenario you are documenting.