

Project Design Phase-II

Customer Journey

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| Date | 3 Nov 2022 |
| Team ID | PNT2022TMID48574 |
| Project Name | Gas leakage monitoring and alerting system for industries |

| Journey Steps Which step of the experience are you describing? | Discovery Why do they even start the journey? | Registration Why would they trust us? | Onboarding and First Use How can they feel successful? | Sharing Why would they invite others? |
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| Actions What does the customer do? What information do they look for? What is their context? | <div> <div>Detecting the leakage of gas</div> </div> | <div> <div>To fill up their information in the application/ website for registering</div> </div> | <div> <div>To connect the device with the system/ mobile</div> <div>And also to check the efficiency of device</div> </div> | <div> <div>When they get fulfilled with the product, they can recommend to other industrialists</div> </div> |
| Needs and Pains What does the customer want to achieve or avoid? | <div> <div>To avoid leakage of gas</div> <div>To decrease the disasters caused by the leakage of toxic gases</div> </div> | <div> <div>To have enough knowledge on using the devices</div> </div> | <div> <div>Workers have to check it regularly and work according to the procedures</div> </div> | <div> <div>If they have more contacts, they could share the experience of the product to them</div> </div> |
| Touchpoint What part of the service do they interact with? | <div> <div>Through their mobiles and systems which is connected with the device through IoT</div> </div> | <div> <div>Website</div> <div>Mobile app</div> <div>In-store employees</div> </div> | <div> <div>Speakers</div> <div>Video demos</div> <div>Mobile notifications</div> <div>Mobile/ PC</div> </div> | <div> <div>Social media</div> <div>Newspapers</div> <div>Sponsorship and collaborations</div> </div> |
| Customer Feeling What is the customer feeling? | <div> <div>😊</div> </div> | <div> <div>😍</div> </div> | <div> <div>😍</div> </div> | <div> <div>👤</div> </div> |
| Process ownership Who is in the lead on this? | <div> <div>Industrialists</div> </div> | <div> <div>Industrialists</div> </div> | <div> <div>Workers / Industrialists</div> </div> | <div> <div>Indu</div> </div> |