














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

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GAS LEAKAGE MONITORING AND ALERTING SYSTEM FOR INDUSTRIES

<div>SCENARIO</div> <div>Browsing, booking, attending, and rating a local city tour</div>	<div></div> <div>Entice</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>Enter</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>Engage</div> <div>In the core moments in the process, what happens?</div>			<div></div> <div>Exit</div> <div>What do people typically experience as the process finishes?</div>	<div></div> <div>Extend</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>Read the user manual and guidelines</div> <div>Setting the device</div>	<div>Customer can view all the sensor data</div> <div>Customer can see product website and application</div>	<div>People who are supposed to be notified</div> <div>Types of gases to be monitored and detected</div> <div>Customer gets alert messages when a leakage occurs</div>	<div>Properly used and helpful for the customers</div> <div>Customer gives the product's feedback</div>			
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><div>■ People: Who do they see or talk to?</div><div>■ Places: Where are they?</div><div>■ Things: What digital touchpoints or physical objects would they use?</div></div>	<div>Getting sensor values through app/website/phone</div> <div>Customer refer the products website</div>	<div>Customer see the product's usage demo video</div> <div>Customers interact with the product owners</div> <div>Set the device parameters</div> <div>Get notification from the alerting system</div> <div>Receive the product updates</div> <div>Database containing the sensor parameter</div> <div>Rate the product in the website</div>					
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>Help me to create hazard and accident-free environment</div> <div>Help me to get accurate readings</div>	<div>Help me to track the exact location of leakage</div> <div>Help me to quick identification of device faults</div> <div>Fast and accurate alerting system</div> <div>Uploading and retrieving data from database in a quicker manner</div> <div>Fast detection of gas leakage</div> <div>No gas leakage accidents has occurred</div> <div>Help me develop the model into large scale solution</div> <div>Help to extend the solution to other business partners</div>					
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Easy to access</div> <div>Easy to install</div>	<div>Instant SMS alert without any delay</div> <div>Instant updation if any change occurs on the sensor parameters</div> <div>Customized to change the threshold</div> <div>Easy and correct detection</div> <div>On time alert from the device</div> <div>No personal and financial loss</div> <div>Customer is satisfied</div>					
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>High Maintenance cost</div> <div>Skilled labours to handle the device</div>	<div>Corruption of data is unknown until the problem occurs</div> <div>Require skilled labours to install</div> <div>If users locality is in low signal area, they may receive the notification lately</div> <div>Detection failure due to sensor problems</div> <div>Damage dure to system failures</div> <div>Large amount is money is spend</div>					
<div></div> <div>Areas of opportunity</div> <div>How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Collaborate with the government to create an awareness about this project</div>	<div>Manipulating the data in the website through authorized and secured manner to avoid false notification</div>	<div>Automatic shut off the power supply</div> <div>Automatic threshold changes according to surrounding climatic condition</div> <div>Automatic updating system</div> <div>Sending alert message along with precaution steps to start quick treatment process</div> <div>Customers will be able to give their opinions</div>				



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