

Journey Steps	Looking for the required product			Check if the product fits the demand		Getting started with the product			Feedback sharing			
Actions	Searching for the product that best prevent fire accidents in the industry.			The product should take real time data for sensing.	The product should record the data for future analysis.	The product should monitors the industrial environment continuously.	The product should placed in appropriate sites in industry.	The recorded data is analyzed and checked for accuracy	Take appropriate service measure if required.	Share the customer feedback at a particular intervals.	Report the feedback if any error occurs with the product.	Feedback through google forms , gmails etc.,
Customer thoughts.	The product should help in early detection.	The product should continuously monitors the temperature , flame and gases.	The product should eliminate the false alarm warnings.	The product should turns on exhaust fans if any gases are detected.	The product uses water sprinklers if any flame is ignited.		User manual is referred for the installation of the product	The workers are educated to use the product.	The messaging tools is checked for its timely alert.	Gives suggestion for improving the product.	Suggest if any additional features are required.	
Touchpoint	Customers will get attracted by multitasking and automation.	Searching the web for the appropriate product.		The product fits every industry that is associated with flammable gases and chemicals	The product continuously monitors and stores ,take appropriate actions.		The user receives alert via fast SMS.	The user analysis the stored sensor data.		Give feedback on overall performance of the product if necessary.		
Customer Feelings												
Opportunities	The customer knows about the process of product.			The customer will be aware of existing products.		The customer comes to know that which one is better in performance and effective sensing.			The customer will enjoy journey with the usage of the product.			