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| **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    [**Share template feedback**](https://muralco.typeform.com/to/CiqaHVat?typeform-source=app.mural.co) | **Project name :** Gas Leakage Monitoring and alerting system  ✴  **TEAM ID** :  PNT2022TMID34760  **Document an existing experience**  Narrow your focus to a specific scenario or process within an existing product **TIP**  or service. In the **Steps** row, document the step-by-step process someone As you add steps to the  typically experiences, then add detail to each of the other rows. experience, move each these  “Five Es” the left or right  depending on the scenario you are documenting. | | | | | | | |
|  | **SCENARIO**  **Browsing, booking, attending, and rating a local city tour** | **Entice**  How does someone initially become aware of this process? | **Enter**  What do people experience as they begin the process? | **Engage**  In the core moments in the process, what happens? | **Exit**  What do people typically experience  as the process finishes? | **Extend**  What happens after the experience is over? |  |
| **Steps**  What does the person (or group) typically experience? | Login  visit app credentials  Customer Customer has to enter navigates to the the login credentials to upload section of proceed into the app.  our app | Experience the User has add the  output expenses for tracking their  budget  Customer will view the amount spent on a daily basis | Digitilized Estimates and  calculations tabulate expenses  Expenses added Expenses are are calculated calculated and and recorded tabulated | Leave the app Submit reviews  Customer will User can update  leave the websites their reviews  after updating about the app | Recommendation to other users  After experiencing the expense tracking application ,users can recommend to non- users for their needs |
| **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? | Login section user detail  of the app section of the  app  Intentions of the designer | Customer's email(software like outlook or app like gmail) | Pop up Users can  message of activate from  app. any locations. | Output section of the app. | Recommendation span across app |
| **Goals & motivations**  At each step, what is a person’s primary goal or motivation? (“Help me...” or “Help me avoid...”) | Help me to find Help me to avoid Help me to track use-friendly spending money in expenses application unwanted stuffs efficiently | Help me to fill the Help me to view expenses spent on the expense spent specific categories on daily basis | Help me to avoid Help me to prevent  confusion on and identify  amount spent possible gas | Help me leave the app with good feelings and satisfaction | Help me to suggest this application to non-users |
| **Positive moments**  What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting? | Accuracy of this Consumers perceive  application is their interactions with  exciting a brand to be memorable | Promoting a positive and friendly environment | This application tends Adding expenses to be good,since it to alloted consumers less time categories is  enjoyable | People while leaving application feels delighted | People will enjoy this recommendation |
| **Negative moments**  What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming? | Consumers Dealing with  making imperfect confused  decisions customers | The point of being uncooperative and demeaning | Some people are confused about security issues | people describe leaving a review is time-consuming activity | Some people may feel uncomfortable to give recommendations. |
| **Areas of opportunity**  How might we make each step better? What ideas do we have? What have others suggested? | Could be able to Could we get  view the past alert Notification History Details | Could we get Customer  seperate category Friendly  for savings establishment | Could we give thing speak as an input? | Could we access the app in multiple Languages? | Could we get any help during the process. |
|  | **Need some inspiration?**  See a finished version of this template to kickstart your work.  [**Open example**](https://app.mural.co/template/f59f644b-b4b4-47b5-9ed6-3a8c71ceb612/896b31fe-5597-40ef-9b06-3811a1a45ace) |  |  |  |  |
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