

Project Design Phase-I - Customer Journey Map Template

Project Title: Hazardous area monitoring for industrial plant powered by IOT

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Phase of journey	Registration	Onboarding	First session
Actions What does the customer do?	<div>Create the customer account</div> <div>Customer select what he wants</div> <div>Customer can try it selected</div>	<div>Being with training</div> <div>Select the customer service</div> <div>Includes a big data</div> <div>Select the see more</div> <div>Submit your reviews</div>	<div>See the product</div> <div>Check it</div> <div>Consulting thought</div>
Touchpoint What part of the service do they interact with?	<div>Online communication</div> <div>Easy to contact in online</div> <div>All facilities are available in online</div>	<div>Check the product</div> <div>Place the order</div> <div>Delivered to our customer</div> <div>Satisfied the customer expectations</div>	<div>Product in our website</div> <div>Book the order</div> <div>And received you</div>
Customer Thought What is the customer thinking?	<div>Contact support</div> <div>Register from the website</div> <div>Email</div>	<div>Communicate regularly</div> <div>Show value</div> <div>seek to impress</div> <div>Stay in constant communication</div> <div>focus on the relationship with customer</div>	<div>Make sure that the customer is satisfied</div> <div>Significantly lower costs</div> <div>Increase productivity</div>
Customer Feeling What is the customer feeling?			
Process ownership Who is in the lead on this?			
Opportunities	<div>Suggest trying an additional monitor system</div> <div>Give extra pro features for monitoring in low cost</div> <div>Simple interface for easy to use</div>	<div>Everyone has been monitor</div> <div>It has reduce the work</div> <div>All the assets was monitored by a single person</div> <div>We can able to review the recorded videos</div>	<div>Give extra credits for adding customers</div> <div>It has a low cost and efficiency compare to workers</div>

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