# Gas leakage monitor system

attending, and rating a local city tour



How does someone initially become aware of this process?



What do people experience as they begin the process?



In the core moments in the process, what



ensure the safety

What do people typically experience as the process finishes?



What happens after the experience is over?



typically experience?



View instructions

Meet the incharge and manager

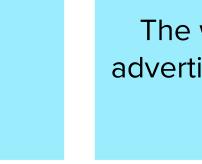
tour suggestions after new travel booking

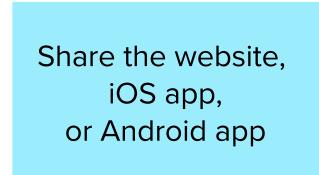


What interactions do they have at each step along the way?

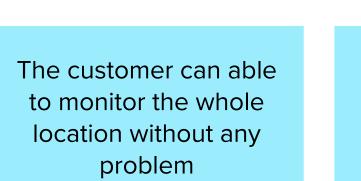
- People: Who do they see or talk to?
- Places: Where are they?
- Things: What digital touchpoints or physical objects would they use?

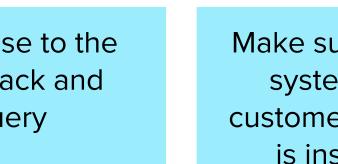






Realise the importance of safiety





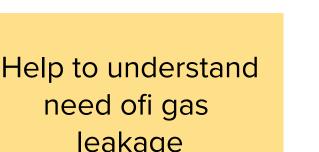


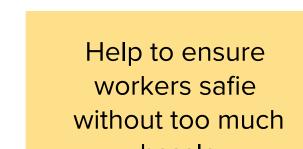
### **Goals & motivations**

At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")

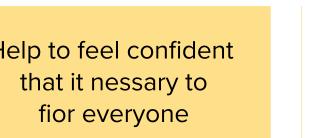


Help me have more fun or learn new

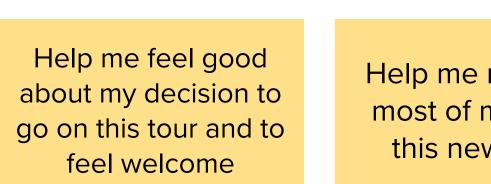


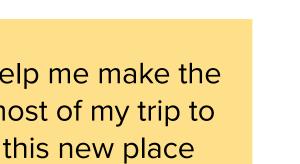








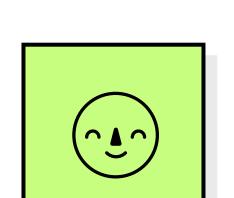




Help me leave the tour with good feelings and no awkwardness

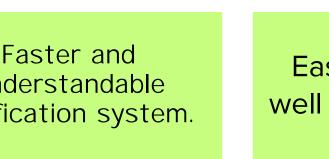
Help me spread the word about a great tour or provide watch-outs and feedback for one that was not so good

Help me see ways to enhance my new trip

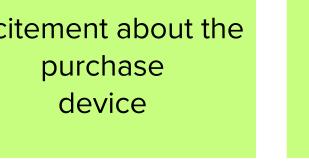


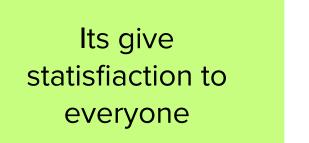
## **Positive moments**

What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

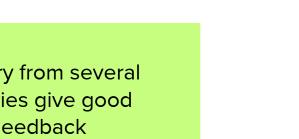


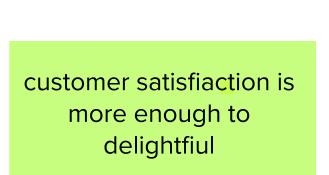


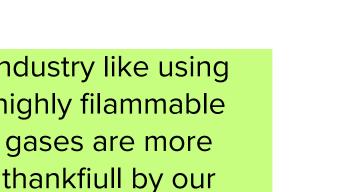


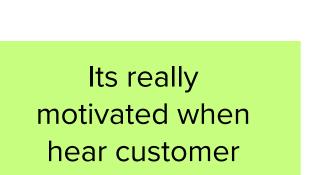


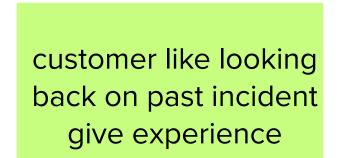


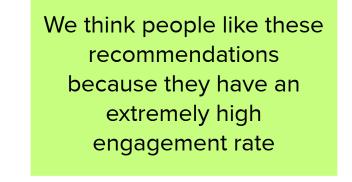


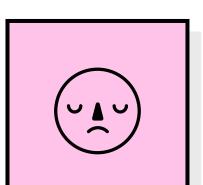






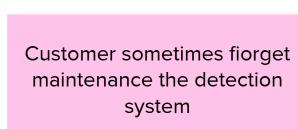


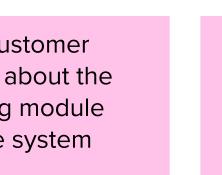


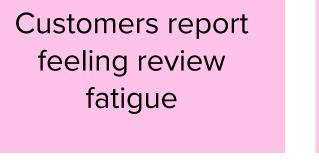


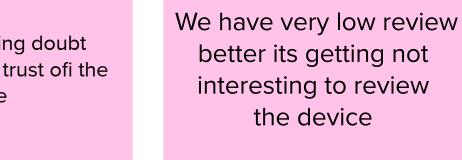
## **Negative moments**

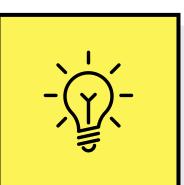
What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?











## Areas of opportunity

How might we make each step better? What ideas do we have? What have others suggested?

