



Customer Journey Map

Team ID: PNT2022TMID41330

Project Name: Gas Leakage Monitoring & Alerting System for Industries

<div><div>SCENARIO</div><div>Monitoring and Alerting Industries - Gas Leakage Detection</div></div>	<div><div></div><div>Entice</div><div>How does someone initially become aware of this process?</div></div>	<div><div></div><div>Enter</div><div>What do people experience as they begin the process?</div></div>	<div><div></div><div>Engage</div><div>In the core moments in the process, what happens?</div></div>	<div><div></div><div>Exit</div><div>What do people typically experience as the process finishes?</div></div>	<div><div></div><div>Extend</div><div>What happens after the experience is over?</div></div>
<div><div></div><div>Steps</div><div>What does the person (or group) typically experience?</div></div>	<div><div><div></div><div>The user feels insecure so looks out for a solution</div></div><div><div></div><div>Eager to implement the precautionary measures</div></div><div><div></div><div>The user gets suggestions from other industrial friends.</div></div></div>	<div><div><div></div><div>The user requests to view the demo of the service /product.</div></div><div><div></div><div>The user pays the service provider.</div></div><div><div></div><div>The user authorizes himself to access the dashboard & provides proper access rights to others.</div></div><div><div></div><div>The customer asks for complete installation of the service / product.</div></div></div>	<div><div><div></div><div>The user gets access to realtime monitoring of the gas leakage detection system.</div></div><div><div></div><div>The gas sensors detect the gas leakage.</div></div><div><div></div><div>The Alarm System gets triggered.</div></div><div><div></div><div>A system generated message notification is sent to the user.</div></div><div><div></div><div>An actuator is used to close the gas valves.</div></div><div><div></div><div>Exhaust fans are turned on to disperse the gas.</div></div></div>	<div><div><div></div><div>The gas leakage data gets stored in the database and updated in monitorie system.</div></div><div><div></div><div>After the incident, the user reviews the system.</div></div><div><div></div><div>The user asks the service provider to safety check the working condition of the product incase of any damage.</div></div></div>	<div><div><div></div><div>The incident gets stored in past data of the custom</div></div><div><div></div><div>The user gets notified about service reminders for the product.</div></div></div>
<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>	<div><div><div></div><div></div></div><div><div></div><div>Social Media Advert</div></div></div>	<div><div><div></div><div></div><div></div><div></div></div></div>	<div><div><div></div><div>Gas Leakage tends to start from unmanned specific locations.</div></div><div><div></div><div>Realtime monitoring of status of the sensors.</div></div><div><div></div><div>Full control of sensor by the authorized users.</div></div><div><div></div><div>Alarming for industrial workers to notify about gas leakage.</div></div><div><div></div><div>Gas Leakage can occur due to damage of valves due to excess heat or pressure.</div></div></div>	<div><div><div></div><div>Dashboard updated with incident information.</div></div><div><div></div><div>Request from service provider to analyze the cause of gas leakage.</div></div><div><div></div><div>Request from service provider to check the sensor status.</div></div><div><div></div><div>Review request from the service provider.</div></div></div>	<div><div><div></div><div>Past Incidents data is stored.</div></div><div><div></div><div>Recommendation for increased safety measures.</div></div></div>
<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>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div></div></div>
<div><div></div><div>Positive moments</div><div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div></div>	<div><div><div></div><div>are exciting to see.</div></div><div><div></div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div>people's concern for safety rating.</div></div><div><div></div></div></div>	<div><div><div></div><div>safetymeasure.</div></div><div><div></div></div></div>	<div><div><div></div></div></div>
<div><div></div><div>Negative moments</div><div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div></div><div></div></div></div>	<div><div><div></div><div>gas leakage.</div></div><div><div></div><div>accidents.</div></div></div>	
<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>	<div><div><div></div><div>product.</div></div><div><div></div><div>the product.</div></div></div>	<div><div><div></div><div>product.</div></div></div>	<div><div><div></div><div>notification system.</div></div></div>	<div><div><div></div><div>checked for the accidents?</div></div><div><div></div><div>leakage incident?</div></div></div>	<div><div><div></div><div>past incident data?</div></div><div><div></div><div>customers?</div></div></div>