



Customer Journey Map

Team ID: PNT2022TMID09856

Project Name: Signs With Smart Connectivity For Better Road Safety

Alerting system for Alarm:

SCENARIO					
Monitoring and Alerting to the office about the road	Entice	Enter	Engage	Exit	Extend
<div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div>News about road accidents</div> <div>Awareness</div> <div>Information from the department</div> <div>The user feels insecure so looks out for a solution</div> <div>Eager to implement the precautionary measures</div> <div>The user gets suggestions from other road user.</div>	<div>Request demo of the product/service</div> <div>Payment</div> <div>Authentication & Authorization Access</div> <div>Complete Installation</div> <div>The user requests to view the demo of the service / product.</div> <div>The process of road safety is wants everyone.</div> <div>The user authorizes himself to access the dashboard & provides proper access rights to others.</div> <div>The customer asks for complete installation of the service / product.</div>	<div>Real Time Monitoring</div> <div>Detect accident in road and alarm system</div> <div>The user gets notified.</div> <div>Ventilation</div> <div>The user gets access to real time monitoring of the road safety system.</div> <div>The sensors are used for monitoring the accident. The Alarm System gets triggered</div> <div>A system generated message notification is sent to the user.</div> <div>Exhaust fans are turned on the disperse the gas.</div>	<div>History of events</div> <div>Review</div> <div>Safety Check</div> <div>The so many accidents Are happening day by Day. The are updated In the count .</div> <div>After the incident, the user reviews the system.</div> <div>The user ask for the safety means that is in beased on the system which is used in road safety.</div>	<div>Past Incidents</div> <div>Service Reminders</div> <div>The incident gets stored in past dataof the system.</div> <div>The user gets notified about the road safety.</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>Employees and Public users</div> <div>All the road users</div> <div>Social Media Advert</div>	<div>Recorded / Live demo of the product is displayed to the customer.</div> <div>Payment on delivery of product/ after installation is done.</div> <div>Installation of monitoring sensors Are installed in the location .</div> <div>Installation of alarming system is done.</div>	<div>Once the accident was happen means the system will sent the message to the all type of the information to the particular department</div> <div>Real time monitoring of status of the sensors.</div> <div>Full control of sensor by the authorized users.</div> <div>Alarming for the worker about the accident.</div> <div>Road accident is happen because of careless of the drivers.</div>	<div>Dashboard updated with incident information .</div> <div>Request from service provider to analyze the cause of accident.</div> <div>Request from service provider to check the sensor status.</div> <div>Review request from the service provider.</div>	<div>Past Incidents data is stored.</div> <div>Recommendation for increased safety measures.</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>Prevent accident</div> <div>Avoid accident</div> <div>Help to notify about the accident.</div>	<div>Help to assure about the road safety</div> <div>Help to assure about the users safety</div> <div>Help to feel safe and secure.</div> <div>Help me to feel reliable about the service provided.</div>	<div>Help me to feel confident about the alerting system.</div> <div>Help me to feel good about the road safety.</div> <div>Help me to feel good & secure about the real time of the road safety.</div>	<div>Help me to feel the grateful about the better road safety.</div> <div>Help me spread word about the Road safety System.</div>	<div>Help me see the past incidents.</div> <div>Help me see which area must be monitored carefully.</div>
<div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>Its comfortable to use the Realtime Monitoring System.</div> <div>Graphical Representation of industrial parameters are exciting to see.</div> <div>It's reassuring to read past customers.</div>	<div>Feel safe and secure.</div> <div>Feel reliable.</div> <div>Satisfied with services provided.</div>	<div>Our Product tend to be so reliable that people reassure it.</div> <div>People feel reliable on our product because of high safety rating.</div>	<div>People feel secure and happy.</div> <div>People look back at the past events in order to increase safety measure.</div>	<div>People like safety measure recommendations.</div>
<div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>Cost</div> <div>Fear of commitment on a service provider.</div> <div>People express a bit of fear.</div>	<div>Trepidation about the product purchase.</div> <div>Trepidation about the product purchase.</div>	<div>Feel of false alarm.</div> <div>Worried about the safety of workers and users.</div> <div>Fear of fire accidents.</div>	<div>No Faster response to accident.</div> <div>More efficient to the Road user.</div> <div>More efficient methods to save users from accidents.</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>Attractive Adverts</div> <div>Provide simpler summary about product.</div> <div>Show highlights and safety certifications of the product.</div>	<div>Show highlights and safety certification of the product.</div>	<div>Faster and understandable notification system.</div>	<div>How to totally eliminate the chances for fire accidents?</div> <div>How to assist the users after the incident?</div>	<div>How to help people store and review the past incident data?</div> <div>How to extend the connection with the User?</div>